

## Wildfire Resource

For providers who were displaced by the recent Southern California fires, we hope this message finds you safe and well during what we know is an extremely difficult time. The devastation caused by the fires has been heartbreaking, and we want to express our deepest sympathies to you, your staff, and your patients who may have been affected by this crisis. We understand that the challenges you're facing are immense, and we want to reassure you that VCHCP is committed to supporting you during this time.

For providers who were displaced, the Plan will:

- Extend the duration of existing prior authorizations by 180 calendar days so providers can focus on providing care to enrollees rather than having to re-request prior authorization for previously authorized services.
- Extend the minimum timeframe for contracted and non-contracted providers to submit claims from 180 to 365 days from the date of service. Please let us know if you are experiencing difficulties in submitting timely.
- Allow up to 180 calendar days to dispute the Plan's recoupment of an overpaid claim.
- If needed, for up to a 6-month period, we will allow you to deliver care from an appropriate alternative setting, such as a mobile clinic or temporary location.

The Ventura County Health Care Plan (VCHCP) continues to be available to our members throughout this state of emergency declared by Governor Newsom. We are operating under our normal business hours and can be reached via toll-free number at (800) 600-8247 to assist with any issues our members may be experiencing due to this state of emergency, which includes questions about the loss of health plan identification cards, access to prescription refills, and how to access health care services.

If you need additional support, please do not hesitate to reach out to our Provider Services/Relations team for further assistance. They may be reached at (805) 981-5050 or toll free at (800) 600-8247 or, if you'd prefer, via email at [VCHCP.Providerservices@venturacounty.gov](mailto:VCHCP.Providerservices@venturacounty.gov). We are here to ensure that you can continue to focus on providing care. Your well-being, and the well-being of your patients, are of utmost importance to us, and we are here to assist during this difficult time.

Sincerely,  
Ventura County Health Care Plan

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