Southern California Emergency Refill Process for Kaiser Permanente Members

Effective Date: January 14, 2019

In response to the current emergency situation in the Southern California region, Kaiser Permanente has approved the following immediate action to ensure continuity of care for members.

If a Southern California Kaiser Permanente member indicates that they are impacted by the current emergency situation due to risk of mudslides in Southern California - (Post Holy Fire Burn Areas) as an Optum Network Pharmacy, you should:

- Adjudicate prescriptions online to Optum following the normal claim submission process
- Claims that reject with messaging, 'Refill Too Soon,' may be overridden by Optum’s Pharmacy Assistance Center at 877-645-1282, 24 hours a day, 7 days a week
- Additional overrides may be provided on a case-by-case basis to ensure medications are available to Kaiser Permanente members that may continue to be impacted by the emergency
- Kaiser Permanente members expressing concern or those indicating an inability to pay for their prescriptions should be instructed to call Kaiser Permanente’s Member Services Department at: 1-800-443-0815, seven days a week, 8:00 AM PST to 8:00 PM PST

To reduce processing errors, please confirm the information on member’s ID card prior to submitting prescription claims.

If you would like additional information or have questions, please contact the following:

- Optum’s Network Administration Department
  - Phone: (877) 459-8477 (Voicemail)
  - Fax: (888) 258-1412
  - Email: HTPharmacyNetwork@optum.com
- OptumRx Help Desk (24 hours a day, 7 days a week)
  - Phone: 877-645-1282