Southern California Emergency Refill Process
Kaiser Permanente Members

Effective Date: February 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 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 on-line 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.
  - Optum Pharmacy Assistance Center telephone number: 1-877-645-1282, 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.
  - Member Services Department at: 1-800-443-0815, seven days a week, 8:00 AM PST to 8:00 PM PST

If you would like additional information, you may call Optum’s Network Administration Department.

To view payer sheets, visit: https://professionals.optumrx.com/resources/payer-sheets.html. To reduce processing errors, please confirm the information on member’s ID card prior to submitting prescription claims.

Should you have any questions or require assistance, please contact the Optum Network Administration Department at (877) 459-8477 (Voicemail), fax (888) 258-1412 or email HTPharmacyNetwork@optum.com.