Southern California Emergency Refill Process Is No Longer In Effect for Kaiser Permanente Members

Please be advised, the previously announced Emergency Refill Process (below) is no longer in effect.

**Effective Date: September 11, 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 a wildfire in Southern California – (Tenaja Fire – Murrieta, CA), 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 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: (800) 443-0815, seven days a week, 8:00 AM PT to 8:00 PM PT

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

- OptumRx Help Desk (24 hours a day, 7 days a week)
  - Phone: (877) 645-1282

Thank you for your continued support. Please distribute immediately.