



Gavin Newsom, Governor
State of California
Health and Human Services Agency
DEPARTMENT OF MANAGED HEALTH CARE
980 9th Street, Suite 500
Sacramento, CA 95814
Phone: 916-324-8176 | Fax: 916-255-5241
www.HealthHelp.ca.gov

ALL PLAN LETTER

DATE: March 19, 2025

TO: All Full-Service and Specialized Health Plans¹

FROM: Sarah Ream
Chief Counsel

SUBJECT: APL 25-005: Southern California Fires and Flexibilities to Impacted Providers

On January 7, 2025, California Governor Gavin Newsom declared a State of Emergency in Los Angeles and Ventura Counties due to wildfires. The fires destroyed homes and businesses and displaced enrollees and health care providers.

After the Governor declares a state of emergency, Health and Safety Code section 1368.7 allows the DMHC to take actions to help mitigate the impact to enrollees and providers.

Per this authority, the DMHC **directs** all health plans with providers in Los Angeles and/or Ventura Counties who were displaced by the fires to do the following:

1. 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.
2. Extend the minimum timeframes for contracted and non-contracted providers to submit claims under California Code of Regulations, title 28, section 1300.71(b). Plans shall extend these time frames for both contracted and noncontracted providers to at least 365 days from the date of services.
3. If a plan believes it overpaid a provider, extend the minimum time for the provider to dispute the overpayment from 30 working days to 180 calendar days.

¹ This APL applies to all commercial and Medi-Cal plans, including specialized plans and restricted/limited plans. This APL does not apply to Medicare Advantage plans that do not have any commercial or Medi-Cal lines of business.

4. For a period of at least 6 months from the date of this APL, allow displaced providers to deliver care from appropriate alternative settings, such as mobile clinics or temporary locations.
5. Create a public-facing wildfire resource web page for providers to easily access information without needing to first log into the health plan's provider portal.

By April 21, 2025, a health plan to which this APL applies must submit an Exhibit E-1 entitled " Response to APL 25-005: Southern California Fires and Flexibilities to Impacted Providers" confirming the plan is complying with this APL.

If you have questions regarding this APL, please contact your health plan's assigned reviewer in the DMHC's Office of Plan Licensing.