



State of Emergency Procedures in Mendocino County, CA

Purpose of this communication:

- The State of California Department of Insurance (DOI) has extended the implementation of State of Emergency procedures to Mendocino County, in addition to Shasta and Riverside Counties, to include the necessary replacement of items inaccessible or lost in the recent and ongoing wildfires across the state.

What do I need to know?

- CareCentrix will conduct business as usual with normal business hours and operations.
- All authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.
- If there are any issues with providing timely care to patients, please notify CareCentrix immediately.

What do I need to do?

- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.
- If you have been impacted by the wildfires and are unable to request prior authorization, CareCentrix will allow a 21 day retro-authorization period for services requested in accordance with plan guidelines, including all eligibility and benefit requirements.
- If you require additional assistance beyond the 21 day retro-authorization period, please reach out to CareCentrix via phone at (800) 808-1902.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.