

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser, Senior Director of Network Management

Re: **Members Affected by Public Safety Power Shutoffs in Ventura County**

Date: October 10, 2019

Due to weather conditions that elevate the fire risk in Ventura and Los Angeles counties, Public Safety Power Shutoffs (PSPS) are under consideration beginning Thursday, Oct. 10. The shutoffs may impact Gold Coast Health Plan (GCHP) members who are trying to obtain their prescriptions. Please encourage members to call their preferred pharmacy to ensure that the location is open prior to going there.

Because weather conditions and power shutoffs may prevent GCHP members from obtaining prescription refills from their preferred pharmacy, you may receive refill requests for members from different pharmacies. Under these circumstances, please make every effort to ensure that these prescriptions are refilled.

At this time, refill-too-soon edits are still in place. Pharmacies are directed to follow normal procedures when checking to see if an override can be applied. Please contact OptumRx at 1-855-297-2870 for any necessary overrides.

If you have any questions, please contact GCHP's Provider Relations Department at ProviderRelations@goldchp.org. You may also contact the Plan's Customer Service Department at 1-888-301-1228.

Thank you.