

# Memorandum

To: Gold Coast Health Plan Primary Care Providers

From: Nancy R. Wharfield, MD  
Chief Medical Officer

Re: **Prescription Refills and Oxygen Supply for Medi-Cal Members during Thomas Fire**

Date: December 5, 2017

Gold Coast Health Plan (GCHP) is lifting its restrictions on prescription refills to help those impacted by the Thomas Fire that is burning in Ventura.

GCHP members who evacuated their homes without their medications will be able to have their prescriptions filled – even if they are not due for refills. Members whose pharmacies have been impacted by the fire, can have their prescriptions filled elsewhere.

If a prescription has been previously filled at a:

- Chain pharmacy: Members will be able to have their prescriptions filled at another pharmacy within the same chain.
- Independent pharmacy: Members will need to contact their providers and ask them to call in a prescription to another pharmacy.

GCHP's pharmacy benefit manager, OptumRx, is available to help members get their prescriptions. Optum can be reached at 1-855-297-2870 / TTY 711.

GCHP members who evacuated their homes without their oxygen should also receive replacements, even if they had recently received a new supply.

Members who are in need of transportation should contact Ventura Transit System (VTS) at 1-855-628-7433.

For more information, contact GCHP's Provider Relations Department at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).

Thank you for your help in getting our members what they need during this time.