

Support for health care professionals affected by January wildfires

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by recent fires.

California

Scope and applicability

- Applies to providers in Los Angeles and/or Ventura counties who were displaced by the fires
- Benefit plans: UnitedHealthcare commercial plans

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Prior authorization, notification, utilization management and referrals:** Dates of service for prior authorizations open and on file with UnitedHealthcare as of Jan. 7, 2025, or created between Jan. 7 – Mar. 19, 2025 are extended through Sept. 19, 2025
- **Timely claim filing:** If you were displaced by the fires, you have 365 days from the date of service to file claims for dates of service between Jan. 7 – Mar. 19, 2025
- **Alternative locations:** Displaced health care professionals may deliver care from appropriate alternative settings, such as mobile clinics or temporary locations through Sept. 19, 2025

Please note, if you are practicing in a new location now, please make sure to let us know. Our **Emergency Notifications and Support page** has detailed instructions for each health care professional type.

If you have questions, please call UnitedHealthcare Provider Services at **877-842-3210**.

For the latest updates, visit **UHCprovider.com/disaster**.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.