

Benefits Resources for Edison Retirees Affected by Southern California Wildfires

As of 1/10/25 – resource will be updated as information is received

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Optum EAP

- An Optum EAP emotional support line is available for those affected by the California wildfires in Los Angeles and Ventura counties. The toll-free line is open to the public for two calendar weeks starting on Jan. 8.
- The service is free of charge and open to anyone. Specially trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.
- Call (866) 447-3573 for support Monday through Friday from 6 a.m. to 6 p.m. PT
- Along with the toll-free help line, emotional-support resources and information are available online at <https://www.liveandworkwell.com> (access code: Edison).

Express Scripts Prescription Drug Coverage

- Due to the evacuations in California, Express Scripts is closely monitoring impacts on upcoming shipments, specifically ice and ambient medications. Express Scripts Home Delivery and Accredo pharmacies will make calls to impacted patients, as appropriate.
- Emergency Access to Benefits/Refill Too Soon prescription refill requirements have been lifted in Los Angeles and Ventura counties through Feb. 6 to ensure members continue to have access to prescription medications as needed.

Kaiser Permanente

- Most Kaiser Permanente facilities in Southern California are open and operating during normal business hours. However, the following facilities will be closed:
 - Santa Monica Medical Offices (virtual care only; pharmacy is still open)
 - Camarillo Medical Offices
 - Sylmar Medical Offices
 - Pasadena Medical Offices
 - Pasadena Vision Essentials
 - Thousand Oaks Hillcrest Drive Medical Offices
 - Addiction Medicine at West Covina Behavioral Health Office

Kaiser Permanente is contacting members whose appointments are affected by these closures.

- For many nonurgent appointments and health care needs, members can get care without an in-person visit by using telehealth options — including phone, email, and video.
- Members with questions about scheduled appointments should contact the Appointment and Advice Care Center at 1-833-574-2273 (24 hours a day, 7 days a week).
- When a smoke advisory is in effect for a Kaiser Permanente service area, they will generally place a series of automated calls to patients in the area with pulmonary conditions to offer critical medical information and advice on what they should do to protect their health.
- For the latest updates on facility closures please visit [kp.org fire and high winds alert](https://kp.org/fire-and-high-winds-alert).

Cigna DHMO

- Call (800) 244-6224 or the phone number on your ID card to speak with a representative about the most up-to-date benefit information for your state and county.
- Cigna is also offering 24/7 clinical support to help with anxiety, stress, or other issues:
 - Cigna Healthcare customers: (800) 244-6224 or the number on your ID card
 - Non-customers: (866) 912-1687
- Cigna's Veteran Support Line provides a wide range of assistance for veterans, as well as their caregivers and families, whether they are Cigna customers or not. The Veteran Support Line is free and confidential, and available 24/7/365 toll-free at (855) 244-6211.

VSP Vision Care

- Any VSP member who has lost or broken their eyewear due to the Southern California fires can call our Member Services Support Line at (800) 877-7195 to have their VSP benefits reinstated regardless of eligibility.
- Individuals without VSP coverage can contact their local American Red Cross chapter or shelter, or call (800) RED-CROSS (733-2767) to ask about support for replacement eyewear, which may include VSP Eyes of Hope gift certificates or an alternative solution.
- Refer to this website for more information 24/7: <https://www.vsp.com/natural-disaster-resources>