

## Frequently Asked Questions for Gold Coast Health Plan Members During the Thomas Fire

- Q: When I evacuated my home, I left my prescription medications behind. How do I get my medication if I'm not due for a refill?**
- A:** GCHP has lifted restrictions on prescription refills. Those who evacuated their homes without their medications can have their prescriptions filled. Call OptumRx at 1-855-297-2870 / TTY 711 for assistance in finding an open pharmacy.
- Q: When I evacuated, I did not bring my diabetic testing supplies with me. How can I get additional supplies?**
- A:** GCHP has lifted restrictions on diabetic testing supplies during this emergency. Those who evacuated without their diabetic supplies can get additional supplies from their pharmacy. Call OptumRX at 1-855-297-2870 / TTY 711 for assistance in finding an open pharmacy. You may also call GCHP at 1-888-301-1228 / TTY 1-888-310-7347 for additional assistance.
- Q: The independent pharmacy where I have my prescriptions and diabetic supplies filled is closed because of the fire. What do I do?**
- A:** Call your provider's office and ask to have your prescription or diabetic supplies called-in to a pharmacy that is open.
- Q: The chain pharmacy where I have my prescriptions filled is closed because of the fire. What do I do?**
- A:** Go to another pharmacy within the same chain. They will be able to access your prescription information from the store that is closed and should be able to fill your prescription.
- Q: My provider's office is closed or I do not have any refills left. What do I do?**
- A:** The pharmacist, in their judgement, may be able to provide you with a small amount of necessary medications. Speak to the pharmacist, let them know you were affected by the fires and ask if they may provide you with an emergency supply. The pharmacist will need to know the name of your medication, strength, and how much you take each day.
- Q: When I evacuated my home, I left my oxygen tank behind. How do I get more oxygen?**
- A:** GCHP members who are without their oxygen tanks will be able to get replacements. Call GCHP at 1-888-301-1228 / TTY 1-888-310-7347.
- Q: I don't have transportation to get to a pharmacy or to see a medical provider. How can I get there?**
- A:** GCHP's vendor, Ventura Transit System (VTS), can provide transportation for Plan members who are in need. Members can call VTS directly at 1-855-628-7433.

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**Q: I'm feeling stressed and overwhelmed by this situation and I think I need to talk to someone. What should I do?**

**A:** It is not unusual for people to feel stressed and overwhelmed by disasters. People often feel better after discussing their feelings with a skilled therapist. GCHP's vendor, Beacon Health Options, has a panel of providers and care managers that can assist you. Call Beacon at 1-855-765-9702.

**Q: I'm having trouble breathing. What should I do?**

**A:** If you are experiencing a medical emergency, go to the nearest emergency department or call 9-1-1. If not, here are some tips to help you:

- Stay indoors and keep your windows closed.
- Use your controller steroid inhalers like Qvar<sup>®</sup> as prescribed.
- Use your quick-release inhalers to help with shortness of breath.
- If you have oxygen use it.
- If you have difficulty breathing, turn on your central air conditioner.
- If you have a window AC unit, make sure the filter is clean.
- Use fans in each room to help move the air in your house.

**Q: Do I need to take any precautions when using tap water for drinking and cooking?**

**A:** Depending on where you live, yes you may need to boil all tap water. Casitas Municipal Water District has issued a boil water order for the Upper Ojai Valley, Casitas Springs Foster Park, and the entire city of Ventura due to loss of pressure and water supply from the fire related power outages. Residents of those areas are recommended to use boiled or bottled water for drinking and food preparation until further notice. Visit the [Ready Ventura County](#) website for updates.

**Q: I broke my eyeglasses and my husband lost his as we evacuated our house. How can we have them replaced?**

**A:** GCHP members who have lost or broken their eyewear due to the Thomas Fire, call VSP's Member Services Support Line at 1-800-877-7195 to have your VSP benefits reinstated. Individuals without VSP coverage can call 1-800-RED-CROSS (1-800-733-2767) and request a VSP Global Eyes of Hope gift certificate.

**Q: Where can I get updated information on the fire?**

**A:** Visit [www.readyventuracounty.org](http://www.readyventuracounty.org).