



# Medications, Medical Supplies, and Equipment for People Affected by the LA County Fires

## Frequently Asked Questions

### 1. I lost my medications. How can I get them replaced?

If you have been affected by the wildfire emergency, there are several different options to get your medications replaced. You do not need to have your prescriptions or your prescription bottles. Note, if your medication is a controlled substance, such as a strong painkiller, see question 2.

- **Go to a pharmacy:**
  - If possible, call or visit the pharmacy where you originally filled your prescription.
  - If your pharmacy is closed or you can't get to it and it is part of a chain, go to any pharmacy in the same chain. They can look up your records in their system. If you cannot get to your pharmacy or pharmacy chain, you can go to any pharmacy that is open. The pharmacy can transfer your prescriptions. If they can't reach your regular pharmacy or your doctor, they may be able to give you enough medicine to use until you can get your regular supply. This is allowed in emergencies like the LA fires, see [pharmacy.ca.gov/licensees/state\\_of\\_emergency\\_la.pdf](https://pharmacy.ca.gov/licensees/state_of_emergency_la.pdf)

Note: During this emergency, wherever you get your prescription filled, you should only have to pay your usual copay. This applies even if it is too early for a regular refill or if you go to a pharmacy that is not in your network. For more information, see [dmhc.ca.gov/Resources/Newsroom/PressReleases/January9,2025.aspx](https://dmhc.ca.gov/Resources/Newsroom/PressReleases/January9,2025.aspx).

- **Call your insurance company:** During an emergency, insurance companies can send your prescriptions to a pharmacy and allow early refills. They can also help with your medical supplies and equipment. This includes Medicare and all Medicare Advantage plans.
  - *Information for L.A. Care members:* <https://www.lacare.org/members/health-news-advisories/los-angeles-wildfires-2025-member-services-updates>
  - *Information for Health Net members:* [https://www.healthnet.com/content/healthnet/en\\_us/news-center/news-releases/2025-01-08-health-net-providing-special-assistance-members-affected-palisades-fire.html](https://www.healthnet.com/content/healthnet/en_us/news-center/news-releases/2025-01-08-health-net-providing-special-assistance-members-affected-palisades-fire.html)
  - *Information for Medicare members:* [cms.gov/files/document/dme-emergency-provider-response-support-tool.pdf](https://cms.gov/files/document/dme-emergency-provider-response-support-tool.pdf)
- **Contact your doctor:** If you can reach your healthcare provider or clinic, tell them you need an emergency prescription refill.
- **Use a telehealth service** if none of the above work or if you need a new prescription. See questions 4 and 5.



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### 2. My lost medication is a controlled substance. How can I get it replaced?

- If you need medication assisted treatment (MAT) for an addiction, call the MAT Consultation Line to request a prescription. The line is open 7 days per week from 8am – midnight at 213-288-9090.
- For other controlled substances, please call the provider who usually prescribes them for you. If you can't reach them, please visit an urgent care.

### 3. I'm worried about the cost of replacing my medications. Are there any protections or is financial help available?

Yes. It depends on whether you have health insurance or not.

- If you have health insurance
  - All health plans are required to cover all medically necessary prescription drugs, medical equipment, and supplies for members impacted by the wildfires. During this emergency, wherever you get your prescription filled, you should only have to pay your usual copay. This applies even if it is too early for a regular refill or if you go to a pharmacy that is not in your network. See [dmhc.ca.gov/Resources/Newsroom/PressReleases/January9,2025.aspx](https://dmhc.ca.gov/Resources/Newsroom/PressReleases/January9,2025.aspx).
- If you don't have health insurance, or if your medication isn't covered by your insurance, or if you cannot afford the co-pays:
  - **Use the [Emergency Prescription Assistance Program \(EPAP\)](#), if eligible:** If you do not have insurance and you live in certain areas affected by the fire, you may qualify for EPAP. EPAP helps replace prescription medications, medical supplies, and durable medical equipment lost or damaged because of the emergency or during evacuation—all at no cost. It also provides free vaccines. Call the EPAP Hotline at 1-855-793-7470 to check if you are eligible and to sign up. Learn more at [aspr.hhs.gov/EPAP](https://aspr.hhs.gov/EPAP).
  - **Use a County program:** LA County offers medical coverage options for low-income residents. Visit [LA County's Health Services](#) or call **2-1-1**.
  - **Talk to your pharmacist:** Pharmacies may have discount programs or accept coupons from online resources like [GoodRx](#).



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### 4. How can I use telehealth to get a new prescription if I need one?

- **Plan-provided telehealth:** Many health insurance companies offer free or low-cost telehealth services. Call the number on your card or visit your plan's website.
- **Teladoc Health** is offering free telehealth visits 24 hours a day at 1-855-225-5032. Services include treatment for conditions such as respiratory infections, allergies, sinus problems and cold or flu symptoms. Teladoc can also help with prescription refills for medications that are not controlled substances. For more information, visit [teladochealth.com/info/disaster-hotline](https://teladochealth.com/info/disaster-hotline).
- **GoodRx** is offering free online healthcare provider visits. Angelenos in need can use the code LA-GOODRX-CARE for a variety of conditions including help with medication refills. For information visit [goodrx.com/care](https://goodrx.com/care).

### 5. How can I get help communicating with my pharmacy or health plan?

- **Visit a Disaster Resource Center (DRC).** Nurses at the DRCs can help families with information, education, and referrals for clinical health concerns. They can also help people access medications by connecting with their pharmacy or provider. If needed, the nurses will use the Public Health Telehealth Service to provide new prescriptions to support families until they can reach their regular doctor.

#### **Westside location:**

UCLA Research Park West  
10850 West Pico Blvd.  
Los Angeles, CA 90064  
*Open daily: 9 a.m. to 8 p.m.*

#### **Eastside location:**

Pasadena City College Community Education Center  
3035 East Foothill Blvd.  
Pasadena, CA 91106  
*Open daily: 9 a.m. to 8 p.m.*

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Public Health wants to know if pharmacies or insurers are not following the disaster response rules. If you were charged more than your usual copay or experienced other issues, please report it at

<https://forms.office.com/g/BQaAFYsQrA> or by scanning the QR code





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### Remember

- **You are not alone:** Public agencies, nonprofits, pharmacies, and insurers are working together to help you access medications during emergencies.
- **Ask for help:** If you're having trouble getting or paying for meds, let us know
- **Keep important info with you:** If possible, have your ID and health plan cards. If you don't have them, pharmacists and clinics can often look up your details.

For more information or assistance, contact the **Los Angeles County Department of Public Health** at **1-833-540-0473** or visit [publichealth.lacounty.gov/media/wildfire](https://publichealth.lacounty.gov/media/wildfire). Follow our social media for real-time updates.

**Stay safe and remember that help is available to ensure you have the medications you need.**