



Information for Those Impacted by Palisades Fire & Winds

in Los Angeles and Ventura Counties

Effective Jan 7 – July 31, 2025

1. You must live in Los Angeles or Ventura county to qualify for the State of Emergency.
2. The Call Center is open Monday – Friday 8 am – 5 pm. Please call us if you need help. Scroll down for your Call Center information.
3. If your removable dental or vision appliance was lost or broken because of the fires, you can get a replacement. Your cost will not be more than your usual cost, based on your benefit plan.
4. Removable appliances are:
 - a. orthodontic retainers
 - b. dentures
 - c. removable dental appliances
 - d. prescription glasses or lenses
 - e. contact lenses
5. Appliances will be screened for repair. If it cannot be repaired, it may be replaced.
6. State of Emergency exceptions will be made for dates of service January 7 – July 31, 2025.
7. Dates of service 30 days prior to Jan 7, 2025 may be allowed if the office lost dental records and the service had not yet been billed.
8. If you need help finding a provider, please call our Call Center. We will find one that accepts your plan. A provider who accepts your plan is called “in-network”.
9. If you need care but your regular provider is not open, we can help you find another one. Please call our Call Center.
10. If we are not able to find an in-network provider within 10 miles or 30 minutes who can see you within 4 weeks (or 24 hours if a dental emergency), then you may see an out-of-network provider for care. Out-of-network providers do not accept your plan and will require you to pay out of pocket for services. You will need to file a claim with Avesis (claim forms can be found on the website) for direct reimbursement, in full, up to your plan allowances.
 - a. Please call our Call Center for help with an out-of-network provider.
11. Prior authorizations and referrals may be extended if you need more time to complete your services.



12. Prior authorizations and frequency limits may be waived. This is for removable appliances, exams or x-rays needed for the appliance. Claims must include: “Patient appliance(s) must be replaced due to State of Emergency.”
13. Claim filing timelines may be extended if you, or your provider, need more time to submit a claim. Claims must include: “Late claim submission due to State of Emergency.”
14. Virtual dental visits are available to LAPHP Medi-Cal members 24/7 at no cost. Visit <https://teledentistry.com/wellness/access-dental> or call 1-866-963-1657.
15. If you need a new Member ID card, you may request one by calling our Call Center. Or you can get a digital copy on the member portal.
16. If you are a provider and your office has been impacted by the fires, please call: our Call Center.

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Plan Type	Call Center Phone Number	Websites with more information
LAPHP Medi-Cal Access Dental Plan	888-414-4110	Premierlife.com/CAMedicaid and Emergency and Disaster Assistance Questions and Answers
State of CA Employees Dental Plan	888-534-3466	www.socdhmo.com
Other Dental Plans	888-715-0760	Premierlife.com
Vision Plans	855-214-6777	MyAvesis.com