

CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY

Prescription Medication Guide

If your prescription medications are low, get your refills prior to a public safety power shutoff, if possible. This also is a good opportunity to get your flu shot at your pharmacy.

If you were unable to evacuate with your medications, a pharmacy should be able to assist you in obtaining your medication. Providing your medication list will assist the pharmacist in ensuring you have all of the medications.

To find an open pharmacy during an active emergency, visit www.RxOpen.org, which has maps that include open and closed pharmacies. In addition to locations of American Red Cross shelters and infusion centers.

GENERAL TIPS

Keep list of medications. Make sure your Personal Emergency Plan includes a list of all your medications, including your prescribed medications. List the name of medication, dosage, and frequency. Download the Personal Emergency Plan, [here](#).

Take your medications with you. If you have to evacuate, take all your medications with you. And to avoid mix-ups, keep medications in original containers with original labels. Place containers in a zip-close bag (or bags) to prevent water damage during transport.

Take special care with storage. Keep your medications with you in a dry, safe place during evacuation and if you're staying in a shelter. If you have a medication that requires refrigeration and you're without electrical power, keep it cool with ice packs in a cooler if possible. If you can't keep it cool, it's still better to have the medication with you until you're able to properly store or replace it.

Discard damaged medications. Throw out any damaged medications or pills that are wet, or look or smell different, because they may be contaminated by floodwaters, and dangerous to take.

INSURANCE TYPE

Medicare Beneficiaries: All Medicare Prescription Drug Plan beneficiaries should contact their plan to find the nearest network pharmacy that is open. If one is unavailable, the plan can connect evacuees with an out-of-network pharmacy. To find a plan's phone number, call 800-MEDICARE.

Medicaid Beneficiaries: All Medicaid, or Medi-Cal in California, beneficiaries have emergency access to at least 72 hours of prescription drug supplies without need for a prior authorization. If the pharmacy is closed where you normally get your prescription, please call the Member Service number on the back of your Health Plan Card. You can also access the Member Service Line for your Plan, [here](#).

Private Insurance Beneficiaries: In California, all health insurance plans are required to ensure enrollees have appropriate access to prescription drugs during a state of emergency. This includes suspending prescription refill limitations and permitting impacted beneficiaries to refill their prescriptions at out-of-network pharmacies.

OTHER ASSISTANCE

If you have a problem obtaining services or assistance from your health plan, Medicare, Medicaid/Medi-Cal, or Private Insurance, you can also contact the Department of Managed Health Care's Help Center at 1-888-466-2219, or at www.dmhc.ca.gov.