



Resources for Wildfire Victims Quick Guide Certified Enrollers

Resources for Wildfire Victims

Certified Enrollers may receive calls from victims of the recent wildfires for information about services that they may be eligible for. There are many government-based and non-government based social service resources available to victims of the wildfires.

If the consumer is currently enrolled in a Covered California plan, advise them to contact their health insurance company for information about relief for premium payments and co-pays.

Consumers may need to file a billing grievance, as Covered California is unable to restore coverage due to termination for non-payment. If consumers need assistance with resolving problems with their health plans, you can refer them to the [Health Consumer Alliance \(HCA\) website](#), or they may call the HCA hotline at 1-888-804-3536.

For the most up-to-date information on government benefits, the consumer should call:

- **CalFresh Benefits Helpline for food assistance**
 - 1-877-847-3663
- **Their County Social Services Office for employment and cash assistance**
 - Telephone number for the consumer's county can be found [here](#)
- **2-1-1 for information and referrals to Health and Human Services Programs**, as well as joblessness support, and disaster relief
 - Dial 2-1-1
- The [Statewide Wildfire Recovery Resources website](#), created by the Governor's Office of Emergency Services
- The ["Wildfires Disaster and Emergency Response and Recovery Tool Kit" website](#):
 - Scroll to the bottom of the page for links to resources
 - The Wildfires Disaster and Emergency Response and Recovery Tool Kit will continue to be updated as events develop

Health plans must ensure consumers displaced by the fires continue to have appropriate access to medically necessary health care services.

- Find more information regarding health plan assistance from the [Department of Managed Healthcare](#)

Hardship Exemption

Affected consumers can file a hardship exemption form for a health coverage exemption to possibly avoid paying a 2018 tax penalty for tax filing consumers who did not have coverage in all months of 2018. Refer to the following links for more information.

- [Hardship exemptions](#), forms and how to apply
- Download the [health coverage exemption form](#)