



▶ WILDFIRE
INFORMATION



▶ HEALTH CARRIER
MEMBER
RESOURCES



▶ SUPPORT AND
GENERAL
RESOURCES

California Wildfires January 2025

Wildfire Resources

FIND EMPLOYEE RESOURCES FROM THE DEPARTMENT OF HUMAN RESOURCES AND OUR PARTNERS TO SUPPORT YOU AND YOUR FAMILY DURING THE CALIFORNIA WILDFIRES.

Wildfire Information

- The **Department of Public Health** recommends these steps you can take to protect yourself and your family from smoke: <http://www.publichealth.lacounty.gov/eh/safety/wildfire-smoke.htm>
- **Kaiser Permanente's** general information about wildfires: <https://about.kaiserpermanente.org/health-and-wellness/climate-and-health/wildfires>
- **American Red Cross Wildfire Preparedness Checklist:** https://www.redcross.org/content/dam/redcross/get-help/pdfs/wildfire/EN_Wildfire-Safety-Checklist.pdf?srsId=AfmBOop-clf8rIse7_dnCaTcmP9rRLDV8VQgFkriPDc1D8SwsOge1XIJ
- **LA County Fire Department's Emergency Survival Guide:** <https://fire.lacounty.gov/wp-content/uploads/2019/08/EmergencySurvivalGuide-LowRes.pdf>

Health Carrier Member Resources

- **Kaiser Permanente's** updates about facility closures and information about scheduling appointments, getting prescriptions filled if they are affected or displaced, safeguarding your health/how to protect yourself and your family, and more are available here: <https://healthy.kaiserpermanente.org/southern-california/alerts/p2/southern-california-fires>.
- **UnitedHealthcare** members can call the customer care telephone number on their ID card for assistance or download the UnitedHealthcare app to access their ID card, review and manage prescription medications, locate nearby network providers and facilities, view account information, schedule and conduct Virtual Visits with a clinician, or arrange a callback from a UnitedHealthcare customer service advocate. The app is available for download for Android™ and Apple® devices to people enrolled in UnitedHealthcare health benefit plans.

*Additional out-of-pocket costs may be required for telemedicine services, depending on the plan and any applicable state requirements.

**Most UnitedHealthcare employer-sponsored plan participants have access to the callback feature.

Health Carrier Member Resources (continued)

- **Cigna's** educational tools can be found at: <https://www.cigna.com/knowledge-center/disaster-resource-center>, including disaster-related handouts with links to community resources for recovery. No login is required.
- **ComPsych** offers limited face-to-face confidential counseling sessions and coaching sessions by phone or virtually. Call 800-344-9752 for more information or visit <http://guidanceresources.com/> and use the Registration Web ID: NYLGBS. Their Counseling and Wellbeing Support flyer is available here: https://file.lacounty.gov/SDSInter/dhr/branch3/1175710_ComPsych-123821_Counseling_Wellness_Customer_Flyer_BSCG_3_11.4_FNL_IMAGE.pdf.
- **Anthem** members can call 833-285-4030, Monday through Friday, 8 a.m. to 6 p.m. PT, for help with finding available doctors, refilling prescription drugs, and other health plan questions. Anthem's Employee Assistance Program (EAP) offers mental health support and resources to help with legal and financial concerns, dependent-care needs, and other life challenges, and is available 24 hours a day, seven days a week at: 877-208-8240.

Support

- The **Life Assistance Program (LAP)** provides 24-hour support and counseling for County employees and their families at 800-344-9752.
- The County's Department of Human Resources' **Employee Assistance Program (EAP)** offers free, confidential counseling by calling 213-433-7202 or emailing EAP@hr.lacounty.gov. Additional information is available on their flyer here: <https://employee.hr.lacounty.gov/wp-content/uploads/2024/03/EAPBrochure.2024.pdf>.
- **Optum** offers a free, confidential emotional-support help line to affected individuals. The toll-free number, 866-447-3573, is available Monday through Friday, 9 a.m. to 9 p.m. ET. The service is free of charge and open to anyone, including individuals who are not UnitedHealthcare members. Callers may also receive referrals to community resources. The line is open for two calendar weeks after each reported event. County members can visit <https://optumwellbeing.com/en-US> for resources and both crisis and non-crisis support.
- **California Pacific Palisades Wildfire Regional Support Resources** can be found at: <https://oneconnect.uhc.com/content/dam/oneconnect/legacy-ctm/ctm-document-assets/disaster-resources-california-pacific-palisades-wildfire.pdf>.
- **Cigna's Public Support Line** is available for individuals who do not have health benefits or employee assistance program benefits through Cigna but could benefit from talking with a qualified representative. The toll-free number, 866-912-1687, is available 24 hours a day, seven days a week. This service is confidential and free of charge to help people manage their stress and anxiety from a mass disaster or traumatic event.

Support (continued)

- The **Los Angeles County Department of Mental Health**, in partnership with iPrevail, offers an online platform that provides free, confidential support, including mental health assessments, peer coaching, and education tools for managing stress and depression: <https://lacounty.iprevail.com/>.
- **Crisis support** is available if you or someone you know is having suicidal thoughts or behavior, is experiencing emotional distress, or is behaving in a way that could harm others. Call **988** or go to 988lifeline.org to reach the confidential Suicide & Crisis Lifeline. Help is available 24 hours a day, seven days a week.

Resources

- **Cigna's** public resources for health and wellness videos, articles, behavioral seminars, suicide awareness and prevention, and more: <https://www.cigna.com/knowledge-center/>.
- **Cigna's Disaster Assistance Resources:** <https://www.cigna.com/static/www-cigna-com/docs/disaster-assistance-resources.pdf>.
- **Cigna's Coping with Loss Due to Fire Resource:** <https://www.cigna.com/knowledge-center/coping-with-loss-due-to-fire>.
- **Watch Duty** wildfire mapping and alert app: <https://app.watchduty.org/>.
- Register for **alerts** from Los Angeles County here: <https://alertlacounty.genasys.com/portal/en/register>.
- **ComPsych Coping with Traumatic Event flyer:** https://file.lacounty.gov/SDSInter/dhr/branch3/1175708_ComPsych-CopingwithaTraumaticEvent.pdf.
- **ComPsych Coping Emotionally After a Disaster flyer:** https://file.lacounty.gov/SDSInter/dhr/branch3/1175709_ComPsych-CopingEmotionallyAfteradisaster1.8.2025.pdf.
- Anthem's mental health support resources: <https://www.anthem.com/ca/mental-health>.
- Anthem is offering free access to its online health option, [LiveHealth Online](#) to anyone living in the impacted area. This offers video visits with U.S.-based board-certified doctors on a mobile device or computer from anywhere for non-emergency health conditions. The free visit offer will be available through the end of the state of emergency. Visit <https://livehealthonline.com/> for more information.