

Access to Care

When wildfires arise, providing our members with continued high-quality care is our first priority.

We have business continuity plans and emergency plans in place that we invoke during emergency situations.

Members who are displaced from their homes due to a wildfire can go to any Kaiser Permanente facility for care.

Displaced members temporarily residing outside California might qualify for visiting member coverage. For more information, members should call our Member Service Contact Center and let them know they've been affected by a wildfire.)

Members experiencing any type of medical emergency should call 911 or visit their nearest emergency department.

For any questions regarding how to get care, members can simply call our Member Service Contact Center.

Air Quality Safety Measures

When there is poor air quality due to a wildfire, we urge all those near the fires to limit outdoor activities, especially those with asthma, chronic obstructive pulmonary disease, coronary artery disease, and chronic heart failure.

When a smoke advisory is in effect for a Kaiser Permanente service area, we generally place a series of automated calls to our patients in the area with pulmonary conditions to offer critical medical information and advice on what they should do to protect their health.

Here are a couple of other links that might be helpful:

American Red Cross

United Way