Metropolitan Life Insurance Company
MetLife Health Plans, Inc.
SafeGuard Health Plans, Inc.

MetLife

Southern California Fires and Flexibilities to Impacted Providers

In response to, and compliant with direction from the California Department of Managed Health Care, SafeGuard Health Plans, Inc., hereby provides the following efforts to assist our providers who were displaced by the recent fires in Los Angeles and Ventura Counties:

1. SafeGuard is extending the duration of existing prior authorizations by 180 calendar days so that our providers can focus on providing care to our enrollees rather than having to re-request prior authorization for previously authorized services.
2. SafeGuard is extending the minimum timeframes to submit claims under California Code of Regulations, title 28, section 1300.71(b). SafeGuard shall extend these timeframes for 365 days from the date of service.
3. If SafeGuard believes that a provider has been overpaid, the Plan shall extend the minimum time for the provider to dispute the overpayment from 30 working days to 180 calendar days.
4. For a period of six months, commencing on March 19, 2025, SafeGuard will allow displaced providers to deliver care from appropriate alternative settings, such as mobile clinics or temporary locations. (We ask that you include your original facility identification number for timely processing and to avoid delay of claim payments.)