



THE STATE  
of **ALASKA**  
MICHAEL J. DUNLEAVY  
GOVERNOR

Department of Commerce, Community,  
and Economic Development

DIVISION OF INSURANCE

P.O. Box 110805  
Juneau, AK 99811-0805  
Main: 907.465.2515  
Fax: 907.465.3422

## BULLETIN 19-12

**TO: ALL INSURERS AUTHORIZED TO TRANSACT HEALTH INSURANCE IN THE STATE OF ALASKA AND OTHER INTERESTED PARTIES**

**RE: FAIR TREATMENT OF CONSUMERS FOLLOWING WILDFIRE EVACUATION**

Alaska has experienced an unprecedented wildfire season and consumers in some areas are under mandatory evacuation orders. Based on the authority given to the Director of Insurance during an emergency under AS 21.06.080(d), the division issues the following guidance to insurers:

Access to health care services and supplies is of concern to the Division as consumers may have evacuated from their homes with little notice and may not have access to their prescription drugs or other necessary medical supplies. As in previous emergencies, the division expects insurers to provide for early refills or replacements of lost or damaged medications and expects this flexibility to continue through the wildfire season. It is expected that insurers will allow affected consumers to obtain emergency supplies or refills without applying additional authorization requirements. In addition, consumers must be able to access their necessary prescriptions from a local retail pharmacy even if their prescription supply is normally provided by mail order without concern of a penalty.

If you have any questions relating to this bulletin, please contact Sarah Bailey, Life and Health Section Supervisor at [sarah.bailey@alaska.gov](mailto:sarah.bailey@alaska.gov) or (907) 465-4608.

Dated August 23, 2019

A handwritten signature in blue ink that reads "Lori Wing-Heier".

---

Lori Wing-Heier  
Director