



October 9, 2018

Important Information for Florida Blue Patients Affected by Hurricane Michael

Emergency Supply of Drugs

In response to Governor Rick Scott declaring a State of Emergency in several Florida counties, Florida Blue will temporarily allow members in all Florida counties affected by Hurricane Michael to get an early refill of their medications. In addition, measures are in place to ensure our members can access medical care during and immediately after the hurricane.

Prescriptions

Florida Blue Member Services has been notified and Prime Therapeutics has provided all in-network pharmacies within the state of Florida authorization codes to fill a 30-day emergency supply upon request. Florida Blue members who have been impacted by Hurricane Michael may receive an early refill on their maintenance medication up to a 30-day supply fill from October 7 to November 5, 2018.

For controlled substances, specialty and prior authorization overrides, members may call the number on the back of their member ID card for emergency refill requests or pharmacies and providers may call the commercial pharmacy help desk at 888-877-6323 or the Medicare pharmacy help desk at 888-877-6420.

Accept Member ID Cards During Emergencies and Natural Disasters

Please accept ID cards from Florida Blue or other Blue Plan members during an emergency or disaster like Michael - even if you're unable to communicate with us. Here are a few general guidelines to remember if you're unable to follow normal business procedures.

Accept the Card Guidelines

1. Verify member eligibility and benefits electronically through Availity^{®1}.
2. If you can't verify member eligibility and benefits electronically, contact the Florida Blue Provider Contact Center at **(800) 727-2227**.
3. If you're unable to verify member eligibility and benefits electronically or by phone:
 - Accept a valid Florida Blue ID card and picture ID, or
 - Accept a Florida Blue universal application, acknowledgement/acceptance letter and picture ID.

4. If you can't submit claims electronically:

- Hold electronic claims for 14 calendar days or until service is restored.
- If you convert electronic claims to paper claims, purge the electronic claims from your system to avoid duplicate claim submissions.

Authorizations

1. Authorizations and certifications can be entered and verified electronically through Availity.
2. If you're unable to verify or enter authorizations online, contact the Florida Blue utilization management center at **(800) 955-5692**.
3. If a national/statewide emergency or natural disaster occurs, we will send you information on how to obtain authorizations.
4. Remember to contact Florida Blue for retroactive approval/authorization once the emergency situation is over.

Electronic Alternatives

Florida Blue has clinical tools that are available anytime from anywhere with internet access. To increase coordination of care and patient satisfaction during an emergency situation, physicians can use up-to-date online capabilities through **Availity's Patient Care Summary**.

Patient Care Summary is a longitudinal care record that shows up to 24 months of your patients' medical claims history including diagnoses, procedures, prescriptions, lab results, and laboratory services performed by all of their providers. Care reminders are also provided. You can access Availity at availity.com.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at Availity.com.