



An Independent Licensee of the
Blue Cross and Blue Shield Association

September 2019

Updated Information Regarding Hurricane Dorian

Normal Business Practices Resume for Commercial Lines of Business

Please read the updated emergency procedures now that Hurricane Dorian has passed.

Referrals and Prior Authorizations

Normal business practices have resumed for referrals and prior authorizations for our **commercial members** effective Friday, September 6, 2019. Retroactive authorizations are not necessary for the time period of August 28 through September 5, 2019.

If needed due to impacts from Hurricane Dorian, Medicare Advantage members will have referral and prior authorization exceptions in place through October 27, 2019. If you are unable to obtain a referral or prior authorization, please proceed with providing treatment. Claims will not be denied solely for failure to obtain authorization, but will be reviewed for medical necessity and processed according to the member's contract benefits. Retroactive authorizations will not be necessary.

Pharmacy Update

The refill too-early waiver remains in effect for commercial and Medicare Advantage members that may have been impacted by Hurricane Dorian. Members may continue to receive one early refill per maintenance medication up to a 30-day supply through **October 27**.

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 Dorian – even if you're unable to communicate with us. This provider [bulletin](#) includes general guidelines to follow if you're unable to follow normal business procedures.