



An Independent Licensee of the
Blue Cross and Blue Shield Association

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Updates for Providers and Patients Affected by Hurricane Michael Specific Protections and Grace Periods Extended; Gulf Coast Regional Medical Center Temporary In-Network Provider for BlueSelect

As our members and providers continue to recover from Hurricane Michael, we are continuing specific protections and grace periods. In addition, Gulf Coast Regional Medical Center has been added as an in-network facility for our BlueSelect health plan. This is a *temporary* adjustment to our BlueSelect hospital network, effective October 10, 2018, through February 28, 2019.

Protections and Grace Periods Extended

These extensions were implemented when the Office of Insurance Regulation's initial Emergency Order was issued October 15, 2018, for those affected in the following 16 counties: Bay, Calhoun, Franklin, Gadsden, Gulf, Hamilton, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla and Washington.

Authorizations/Prior Approvals:*

We are continuing relaxed referral and prior authorization requirements for our commercial business through January 7, 2019. This includes members of group health plans and individuals under age 65 who purchase insurance on their own.

- If you are unable to obtain prior authorization, please proceed with providing treatment.
- Florida Blue members from the affected counties should call us at 800-FLA-BLUE (800-352-2583) for help finding an in-network provider for non-emergency services. However, if they are unable to receive medical care at an in-network facility, they will be covered at the in-network level.
- Retroactive authorizations are not necessary.

Claims:*

The Florida Blue response has been extended through **January 7, 2019, for all fully insured members.** This includes members of group health plans and individuals under age 65 who purchase insurance on their own.

- Claims with dates of service from October 9 through January 7, 2019, will not be denied due to lack of authorization for those providers from the impacted counties.
- Claims will be reviewed for medical necessity prior to payment, in accordance with the member's contract benefits.

*These authorization and claims changes do not apply to self-funded ERISA plans, Medicare plans or the Federal Employee Program® (FEP).

Emergency Supply of Drugs*

Florida Blue members in the 16 Florida counties affected by Hurricane Michael may receive a 30-day early refill of their medications through **January 7, 2019**, at any in-network pharmacy nationwide. **The only change in this process from our previous communications is that, instead of being an automatic override, pharmacists must contact Prime Therapeutics. However, for those members in the 16 counties, the override will be granted once that contact is made.**

If your patients are experiencing difficulty getting prescriptions filled, they are encouraged to call our Customer Service for personal assistance.

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. Pharmacies and providers may call the commercial pharmacy help desk at 888-877-6323 or the Medicare pharmacy help desk at 888-877-6420.

*Emergency supply of drugs does not apply to FEP.

Gulf Coast Regional Medical Center Temporarily In-Network for BlueSelect

Due to extensive damage, Bay Medical Sacred Heart in Panama City is not accepting in-patients. It is expected to open for in-patient care at significantly reduced capacity in January 2019. Bay Medical Sacred Heart was Florida Blue's only in-network facility for our BlueSelect PPO health plan network in Bay County.

To ensure our members have adequate access to quality health care, Gulf Coast Regional Medical Center in Panama City is now an in-network facility for BlueSelect. **This is a temporary adjustment to our BlueSelect hospital network, effective October 10, 2018, through February 28, 2019.** Florida Blue patients with a BlueSelect health plan will receive in-network benefits at Gulf Coast Regional Medical Center. This is retroactive to October 10, 2018.

Additional Support for Your Florida Blue Patients

- Patients needing lab work can visit Quest Diagnostics at Walmart locations in Lynn Haven and Panama City Beach.
- If a patient has evacuated and needs to see a doctor for non-emergency services, they can:
 - Call us at 800-FLA-BLUE (352-2583) for help finding an in-network doctor.
 - Use Teladoc free of charge by calling 855-221-0370 to speak to a U.S. board-certified internist, state-licensed family practitioner or pediatrician. Members can visit teladoc.com/michael or call the hotline at 855-764-1727. This service is available to all Florida residents affected by Hurricane Michael. No insurance is required.
- Florida Blue, in partnership with New Directions Behavioral Health, is offering a free support line for both English and Spanish speakers. No insurance is required for the emotional support hotline available 24 hours/day at 833-848-1762.

Member ID Card Guidelines

Please accept ID cards from Florida Blue or other Blue Plan members 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 up to 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.

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