

Updated Information for Providers and Patients Affected by Hurricane Michael

As our members and providers continue to recover from the damage caused by Hurricane Michael, we are extending specific protections and grace periods we 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.

What This Means for You

Authorizations/Prior Approvals:*

Fully Insured and Medicare Members:

- Florida Blue has relaxed referral and prior authorization requirements for all service types **through December 8, 2018**. If you are unable to obtain prior authorization, please proceed with providing treatment.
- Florida Blue members from the affected counties may seek medical care at any facility and they will be covered at the in-network level.
- Retroactive authorizations are not necessary.

Federal Employee Program® (FEP):

FEP members are now working under normal contract requirements.

Claims:*

Fully Insured and Medicare Members:

- The Florida Blue response has been extended **through December 8, 2018**, for all fully insured and Medicare members. Claims with dates of service from October 9 through the emergency order end date of December 8, 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.

FEP Members:

FEP members are now working under normal contract requirements.

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 **December 8, 2018**, at any in-network pharmacy nationwide.

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.

*These changes do not apply to self-funded ERISA plans.

Members can determine if pharmacies are open and their hours of operation at these websites:

RxOpen: healthcareready.org/rxopen. This site, operated by non-profit Healthcare Ready and supported by the National Council for Prescription Drug Program Foundation, provides map- and list-based closure information for the entire geographic area impacted by Hurricane Michael. CVS recommends this site for closure information on their retail locations, and you will find information here for other pharmacies as well.

Walgreens: walgreens.com. Use the "Find a store" menu item near the top of the webpage to find the status of stores in specific locations.

Winn-Dixie: winndixie.com/weather-update

Walmart & Sam's Club: corporate.walmart.com/michael

Publix: publix.com/pages/publix-storm-basics/publix-store-status

Additional Support for Members

Quest Diagnostics: This [guide](#) shows the status of Quest Diagnostics locations in the affected area. Members who are unable to get to a participating lab may now request an at-home lab draw from Quest Diagnostics.

Member Care:

If a member 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.

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.