

# Support for Texas Residents Affected by Extreme Weather

UnitedHealthcare is taking the following actions to help those who may be affected by the recent storms. Our priority is making sure people have immediate and easy access to the care they need. The following actions are in place for UnitedHealthcare members residing in the following Texas counties: Cass, Cameron, Collin, Dallas, Ellis, Erath, Hunt, Kaufman, Lamar, Panola, Rains, Rockwall, Rusk, Tarrant, Van Zandt and Wood.

## Effective Oct. 21 to Nov. 4, 2019

- **Early prescription refills:** Members who are affected can also fill existing prescriptions early (one time, up to a 90-day refill) through direct pharmacy or mail order. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, in order to get an early refill.
- **UnitedHealthcare Medicare Advantage members** in evacuation areas or otherwise directly affected in a material way by the emergency, to meet the Centers for Medicare & Medicaid Services (CMS) requirements, we will:
  - Allow Part A and Part B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities (note that Part A and Part B benefits must, per 42 CFR §422.204(b)(3), be furnished at Medicare certified facilities)
  - Waive in full, requirements for gatekeeper referrals where applicable
  - Temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts
  - Waive the 30-day notification requirement to enrollees as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee
- **For plan participants who may have misplaced their medical ID cards**, call 866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday. People enrolled in Medicaid, employer-sponsored and individual health plans (except Medicare) who have a smartphone can download the free **Health4Me app**, which provides instant access to their ID card, network care providers, their personal health benefits and more. The Health4Me app is available as a free download at the Apple [iTunes App Store](#) and at [Google Play](#).
- **Free help line:** Optum is offering a free emotional-support help line to all affected individuals. The toll-free number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone. Callers may also receive referrals to community resources. Along with the toll-free help line, emotional-support resources and information are available online at [liveandworkwell.com](#).

## We're Here to Help

If you have questions, please call the Provider Services number on the member's ID card.  
Thank you.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Co. of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc. or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.