

# Support for care providers affected by hurricanes

Our priority is making sure people have immediate and easy access to the care they need and that we're supporting you and your practice. We're taking the following actions to help those who may be affected by severe weather.

These measures are effective for those enrolled in UnitedHealthcare Medicare Advantage, Medicaid and Individual and Group Market fully insured health plans, unless otherwise noted.

## Florida, certain counties, effective for dates of service from Sept. 14 through Nov. 14, 2020

Counties: Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Liberty, Okaloosa, Santa Rosa, Walton, Washington

- **Early prescription refills:** Members who are affected can 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:** For members in evacuation areas or otherwise directly affected in a material way by the emergency, we will make the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements:
  - 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 of the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee

## We're here to help

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

Affected areas, dates and measures may change. Additional benefits or limitations may apply in some states and under some plans during this time. We will adjudicate benefits in accordance with the member's health plan.

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 Benefits Plan 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 Company 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), or its affiliates.