

# Support for health care professionals affected by severe weather

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. Dates subject to change.

## Tennessee, statewide, effective for dates of service from Feb. 16 through March 5, 2021

- **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 customer service number on their ID card or talk to their pharmacist about getting an early refill. Pharmacists should call the pharmacy number on the member ID card before refilling a prescription early.
- **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 (effective statewide Feb. 16 through April 20, 2021):
  - 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.

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.