

# Support for health care professionals affected by storms

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by hurricanes and tropical storms.

## Scope and applicability

**Benefit plans:** Unless otherwise noted, these measures apply to the following UnitedHealthcare benefit plans: UnitedHealthcare Community Plan (Medicaid), UnitedHealthcare® Medicare Advantage and UnitedHealthcare commercial plans.

**Dates of service:** Dates are listed for each measure. The applicable date ranges are subject to change.

**Counties:** Unless otherwise noted, these measures apply to all Florida counties.

**Regulatory requirements and guidance:** As applicable, we will follow regulatory requirements or guidance if it differs from these provisions.

- **Transfers and acute discharges:** We will not require prior authorization for facility-to-facility member transfers and acute discharges to network skilled nursing facilities.
  - **Commercial plan members:** Applies to dates of service from Sept. 26–Oct. 26, 2022
  - **Medicare Advantage plan members:** Applies to dates of service from Sept. 26–Nov. 30, 2022
  - **Community Plan members:** Applies to dates of service from Sept. 26–Nov. 30, 2022
- **Prior authorization, notification and referrals:** UnitedHealthcare will not apply penalties for failure to request prior authorization, notification and referrals for needed, new medical treatments based on the member's benefits. This is effective Sept. 28–Nov. 28, 2022.
- **Early prescription refills:** Members statewide who are affected can obtain early refills of existing prescriptions through direct pharmacy or mail order. Early refills will be limited to 1 refill, up to a 30-day supply, for each existing prescription. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, to get an early refill. This is effective Sept. 23–Nov. 28, 2022.
- **UnitedHealthcare Medicare Advantage members:** We have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements for Medicare Advantage members:
  - Statewide from Sept. 23, 2022—Feb. 4, 2023
 The following provisions apply:
  - Any gatekeeper referral requirements are waived
  - Members may obtain services from out-of-network care professionals at in-network cost-sharing amounts (Medicare Part A and B benefits must be obtained from Medicare-eligible health care professionals)

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

For the latest updates, visit [UHCprovider.com/disaster](https://UHCprovider.com/disaster).

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.

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