

Support for health care professionals affected by flooding

UnitedHealthcare is taking the following measures to help ensure our members affected by recent flooding have immediate and easy access to the care they need and to support you and your practice.

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: Except where a different date range is specified, these measures apply to dates of service from July 26–Sept. 9, 2022. The applicable date ranges are subject to change.

Counties: Unless otherwise noted, these measures apply to these Kentucky counties: Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry and Pike.

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

- **Prior authorization, notification and referrals:** We will not apply penalties if health care professionals do not request prior authorization, provide notification or obtain referrals for treatments that are medically necessary in accordance with the member's benefit plan (not applicable to Medicare Advantage).
- **Accessing care out of network:** Members who may have been displaced from their homes or whose network health care professional or medical facility are inaccessible can call the number on their ID card for assistance. If network care isn't available, members will be permitted to access out-of-network care at their in-network coinsurance/copay level.
- **Durable medical equipment (DME) and supplies:** Members with coverage for DME may replace items (includes eyeglasses, dentures and hearing aids) that may have been lost or damaged because of the flooding. Standard copays and deductibles apply.
- **Early prescription refills:** During the period from July 26–Aug. 29, 2022, members statewide who are affected can also 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.
- **UnitedHealthcare Medicare Advantage members:** We have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements for Medicare Advantage members from July 26–Sept. 27, 2022. 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 (note, 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.