

Support for health care professionals affected by wildfires

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 wildfires.

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 May 11–Sept. 30, 2022. The applicable date ranges are subject to change.

Counties: Unless otherwise noted, these measures apply to the following New Mexico counties: Colfax, Lincoln, Mora, San Miguel, Sandoval and Valencia.

Regulatory requirements and guidance: As applicable, we will follow regulatory requirements or guidance if they differ from the provisions set forth herein.

- **Prior authorization, notification and referrals:** UnitedHealthcare will not apply penalties for failure to request prior authorization, provide notification or obtain referrals for treatments that are medically necessary in accordance with the member's benefit plan.
- **Timely filing for claims and appeals:** We're extending filing deadlines for claims, including appeals, during the noted effective period for at least 120 calendar days.
- **Accessing care out-of-network:** Members who may have been displaced from their homes or whose network health care professional or medical facility is 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 wildfires. Standard copays and deductibles apply.
- **Early prescription refills:** During the time periods specified below, members who are affected can also obtain early refills of existing prescriptions through direct pharmacy or mail order. Early refills will be limited to one refill, up to 90 days, 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.
 - San Miguel County May 1–July 9, 2022
 - Sandoval County May 3–July 9, 2022
 - Valencia, Colfax, Lincoln, Mora counties May 11–July 9, 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. The following provisions apply:
 - Any gatekeeper referral requirements are waived
 - All plan medical benefits may be obtained at out-of-network care providers, at in-network cost-sharing amounts (note, Medicare Part A and B benefits must be obtained from Medicare-eligible health care professionals)

- **U.S. Department of Health and Human Services issued a Section 1135 waiver** to help ensure the needs of individuals enrolled in Medicare, Medicaid and CHIP programs are met and will be retroactive to **April 5, 2022**.

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

For the latest updates, visit 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.