

Support for health care professionals affected by wildfires

Our priority is making sure people have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following actions to help those affected by wildfires.

These measures are effective for those enrolled in UnitedHealthcare® Medicare Advantage, Medicaid and Individual and Group Market fully insured (commercial) health plans, unless otherwise noted. Dates are subject to change. When applicable, we'll follow state direction and guidance if different.

Sevier County, effective for dates of service from March 30 through May 29, 2022, or as noted:

- **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.
- **Timely filing for claims and appeals:** We're extending filing deadlines for claims, including appeals, during the noted effective period
- **Early prescription refills:** Members who are affected can also fill existing prescriptions early (1 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, to get an early refill.
- **UnitedHealthcare Medicare Advantage members:** For members, we have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements (already in effect during the **COVID-19 national public health emergency**):
 - Any gatekeeper referral requirements are waived
 - All plan medical benefits may be obtained at out-of-network providers, at in-network cost-sharing amounts (note, Medicare Part A and B benefits must be obtained from Medicare-eligible providers)

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

For the latest updates, visit UHCprovider.com/disaster.

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.

