

## Early Prescription Refills Now Allowed in Certain Counties Impacted by Hurricane Isaias

### Remember to Accept Member ID Card During State of Emergency

**Governor Ron DeSantis has declared a State of Emergency in 25 counties ahead of Hurricane Isaias, including the Panhandle and parts of North Central Florida.**

Baker, Bay, Calhoun, Columbia, Dixie, Escambia, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Suwannee, Taylor, Walton, Wakulla, and Washington counties.

**Florida Blue and Truli for Health (Truli) are allowing members in these counties to temporarily get an early refill for their prescription medications.**

We want to remind you to accept ID cards from Florida Blue, Truli, or other Blue Plan members during an emergency or natural disaster, such as hurricanes and tropical storms, even if you are unable to communicate with us.

### Emergency Supply of Drugs

During the state of emergency, Prime Therapeutics will provide authorization codes to fill a 30-day emergency supply of non-controlled maintenance medications to all in-network pharmacies in the counties identified above. Members may call their pharmacy to request a 30-day supply.

For controlled substances, specialty and prior authorization overrides, members should call the number on the back of their member ID card for emergency refill requests or call their pharmacy. Providers should call Prime Therapeutics at **1-888-877-6323** or **1-888-877-6420** for commercial or Medicare pharmacy requests, respectively.

### Guidelines for Accepting Member ID Cards

- 1) Verify member eligibility and benefits electronically through Availity Essentials™.
- 2) If you cannot verify member eligibility and benefits electronically, contact:
  - Florida Blue's Provider Contact Center at 1-800-727-2227.
  - Truli's Provider Contact Center at 1-833-238-8144.
- 3) If you are still unable to verify member eligibility and benefits electronically or by phone:
  - Accept a valid member ID card and picture ID, or
  - If a Florida Blue member, accept a universal application, acknowledgement/acceptance letter and picture ID.
- 4) If you cannot submit claims electronically:
  - Hold electronic claims for 14 calendar days or until service is restored.
  - If you convert electronic claims to paper claims, purge the electronic claims from your system to avoid duplicate claim submissions.

**Please note: Members' premiums must be paid in order for us to pay the claims.**

### Authorizations

- Authorizations and certifications can be entered and verified electronically through **Availity Essentials**.
- During a national/statewide emergency or natural disaster, we will continue to send you information on how to obtain authorizations.
- If you are unable to verify or enter authorizations online via Availity Essentials, please **fax requests to 1-305-716-2731 or 1-954-714-4143** or call our Utilization Management Center at 1-800-955-5692.

### Electronic Alternatives

Our clinical tools are available anytime from anywhere with internet access. To increase coordination of care and patient satisfaction during an emergency, physicians can use up-to-date online capabilities through Availity Essentials' **Patient Care Summary**.

Patient Care Summary is a longitudinal care record that shows up to 24 months of your patients' medical claims history including diagnoses, procedures, prescriptions, lab results and laboratory services performed by all of their providers. You can access this information at [essentials.availity.com](https://essentials.availity.com)

The Provider Portal is also available to providers. It is a population health management tool accessed through Availity Essentials in Payer Spaces by selecting the Florida Blue or Truli for Health icons. The portal provides information, analysis, and prompts for providers who orchestrate the care of their Florida Blue commercial patients. Providers can find their patient rosters, care gap information, census data, and additional reports. The portal updates nightly, except for the census data, which is updated in near real-time. This maintains consistency in data throughout the day.

### Community Resources

Several [toolkits and resources](#) are available, including information about Florida Blue Center [community specialists](#) who are ready to help anyone in the community find programs and services, including medical care, transportation, government programs, food, financial or housing assistance, and more.

Our community specialists are here to assist all year long but can be especially helpful during times of emergencies or natural disasters. Anyone in the community — not just our members — can get help.