October 2026

Hurricane Isaias: Prior Authorization Rules Temporarily Relaxed in Limited-Service Areas

Florida Blue and Truli for Health are committed to offering additional support to members and providers affected by Hurricane Isaias. As a result of this hurricane, we are relaxing prior authorization requirements where applicable; this does not apply to post-acute facilities. This is effective **October 10, 2026 through November 10, 2026** for the following four service areas:

Service Areas/Florida Counties Included: Escambia, Okaloosa, Santa Rosa, and Walton counties

Prior Authorization Details and Contact Information:

- If you are unable to obtain prior authorization, please proceed with providing treatment.
- All claims will be reviewed for medical necessity prior to payment, in accordance with the member's contract benefits.
- These changes apply only to members residing in the affected counties/areas mentioned above.
- To obtain authorizations, they can be entered and verified electronically through Availity Essentials™. If you are unable to verify or enter authorizations online via 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.

Exclusions:

- These changes do not apply to State Account members, ASO (self-funded) members, the Federal Employee Program®, and the BlueCard Program.
- CareCentrix® and Lucet are excluded from this waiver.

Availity is a registered trademark of Availity, LLC | Copyright 2026 Availity, LLC | All Rights Reserved. HMO coverage is offered by Truli for Health, Florida Blue HMO, and Florida Blue Medicare, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association.