

September 2022

Important Information for Florida Blue, Florida Blue Medicare, and Truli Patients Affected by Hurricane Ian

On September 23, 2022, Governor DeSantis declared a State of Emergency for Florida in anticipation of Hurricane Ian's landfall. Florida Blue, Florida Blue Medicare, and Truli for Health (Truli) have implemented measures to ensure our members can access medical care during and immediately after the natural disaster.

All current benefit exceptions related to the COVID-19 emergency order remain in place.

Additional details and guidelines are listed below for you to use if you are unable to follow normal business procedures.

Emergency Supply of Drugs

We will temporarily allow members who reside in all Florida counties to get an emergency supply of drugs. Prime Therapeutics has provided in-network pharmacies with the storm override code to fill up to a 30-day emergency supply upon request. All members who reside in Florida may receive an early refill on their non-controlled substance maintenance medication up to a 30-day supply through October 24, 2022.

Member ID Card Acceptance Guidelines

1. Verify member eligibility and benefits electronically through Availity^{®1}.
2. If you cannot verify member eligibility and benefits electronically, contact:
 - Florida Blue and Florida Blue Medicare Provider Contact Center at **1-800-727-2227**.
 - Truli for Health Provider Contact Center at **1-833-238-8144**.
3. If you are unable to verify member eligibility and benefits electronically or by phone:
 - Accept a Florida Blue, Florida Blue Medicare, or Truli for Health member ID card and picture ID, or
 - If a Florida Blue, Florida Blue Medicare, or Truli for Health 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 current for us to process the claims.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](https://www.availity.com). Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield.

Authorizations

- Authorizations and certifications can be entered and verified electronically through Availity.
- If you are unable to verify or enter authorizations online, contact our utilization management center at **1-800-955-5692**.
- During a national/statewide emergency or natural disaster, we will continue to send you information on how to obtain authorizations.
- Remember to contact us for retroactive approval/authorization once the emergency situation is over.

Patient Resources

- **Teladoc:** If your offices are closed because of the storm, patients can get virtual care from Teladoc. \$0 virtual visits available for non-emergency health conditions to anyone impacted by the hurricane. They can call the hotline at **1-855-225-5032** to request a doctor's visit 24/7.
- **New Directions Behavioral Health:** Members who are experiencing stress, trauma, or grief related to the storm can call the bilingual hotline at **1-833-848-1764**, 24/7. Callers may also receive referrals to network providers and community resources to help them with emergency services.
- **Florida Blue Centers:** Our Florida Blue Center Community Specialists can help with community and social services like food programs, transportation services, financial and housing assistance programs, community support resources, and many other types of relief programs. Members and anyone in the community can call **1-877-352-5830**, Monday - Friday, 9 a.m. – 7 p.m. or Saturday, 9 a.m. – 4 p.m., even if their local centers are closed. Members can also schedule virtual visits at floridablue.com/center.

Electronic Alternatives

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

The Patient Care Summary is a 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 providers. Care reminders are also provided. You can access Availity at availity.com.