

October 2024

## Prior Authorization and Important Updates for Florida Blue, Florida Blue Medicare, and Truli Patients Affected by Hurricane Milton

Florida Blue is giving special consideration to those anticipating being impacted by Hurricane Milton. **We are relaxing prior authorization requirements for all service types excluding pharmacy at this time.** If you are unable to obtain an authorization and care is required, please proceed with providing treatment and submitting claims for reimbursement.

- All services will be subject to medical necessity review and benefit limitations when the claim is submitted.
- Coverage at out-of-network facilities will be provided for Florida Blue members who have evacuated from affected counties and require medical care.
- **BlueCard is excluded.**

### To Obtain Authorizations or Prior Approvals:

- Authorizations, prior approvals, and admission certifications can be entered and verified electronically through Availity<sup>®1</sup>.
- If you are unable to verify or enter these online, contact our Utilization Management department at **1-800-955-5692**.

### Pharmacy

- Florida Blue is allowing members in all counties affected by Hurricane Milton to get an early refill of their medication if required. All in-network pharmacies within the state of Florida have been informed to fill an emergency supply upon request. Limitations may apply to controlled substances based on DEA regulations.
- Should the member have questions about filling their medications, including specialty medications and those requiring prior authorizations, they may call the number on the back of their member ID card for assistance.
- Pharmacies and providers may call the commercial pharmacy help desk at **1-888-877-6323** or the Medicare pharmacy help desk at **1-888-877-6420**.

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