

## Important Reminders During Natural Disasters or a State of Emergency

Natural disasters and other emergencies are unpredictable; however, we can be prepared and understand how to complete required transactions in the event of a disaster. Florida Blue encourages all providers to use the guidelines listed below if you are unable to follow normal business procedures or communicate with Florida Blue or Truli for Health (Truli) during these types of events.

Please remember to accept member ID cards from Florida Blue or Truli members during an emergency or natural disaster (hurricanes, tropical storms, etc.). Also, when a state of emergency is declared by the governor of Florida, our members can automatically get a 30-day emergency supply of non-controlled maintenance medications. This will apply to the affected counties listed in the governor's order.

**Note:** We may not communicate these guidelines before every natural disaster or state of emergency. If other business procedures are impacted, we will share those with you. Keep these guidelines handy so you can refer to them as needed.

### Emergency Supply of Drugs

During a 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 Florida. Members may call their pharmacy to request the 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®<sup>1</sup>.
2. If you cannot verify member eligibility and benefits electronically, contact:
  - Florida Blue's Provider Contact Center at 1-800-727-2227.
  - Truli for Health's 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 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.

<sup>1</sup>Availity is a registered trademark of Availity, LLC | Copyright 2025 Availity, LLC | All Rights Reserved

**Please note: Members' premiums must be current for us to process the claims.**

### Authorizations

- Authorizations 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 is over.

### 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 this information at [Availity.com](https://www.availity.com).

The Provider Portal is also available to providers. It is a population health management tool accessed through Availity 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. They can help find programs and services, including medical care, transportation, government programs, food, financial or housing assistance, and more.

Our community specialists are here to help 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.