

## It Is Hurricane Season: Important Reminders During Natural Disasters and a State of Emergency

In the event of a natural disaster or state of emergency, use the guidelines below if you are unable to follow normal business procedures or communicate with Florida Blue or Truli for Health (Truli).

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, we will automatically let our members get an emergency supply of drugs. This would 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 back to them during hurricane season.

### Emergency Supply of Drugs

During a state of emergency, Prime Therapeutics will provide authorization codes to fill a 30-day emergency supply 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.

### Accept the Member ID Card Guidelines

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 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 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 current for us to process the claims.**

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](http://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 Association.

## 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 situation 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 Availity at [availity.com](http://availity.com).