

## Updated Information for Providers and Members Affected by Hurricane Milton

Florida Blue is committed to offering additional support to members and providers (in the counties/areas listed below) affected by Hurricane Milton. If you are a provider in the impacted area – or a provider outside the impacted area and are caring for patients who have been affected – please read this important informational update.

**Florida Counties/Areas Included:** Brevard, Charlotte, Citrus, Clay, Collier, DeSoto, Duval, Flagler, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lake, Lee, Levy, Manatee, Marion, Martin, Miccosukee Indian Reservation, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, and Volusia

### Changes for Affected Providers and Members\*

*To help expedite care during the aftermath of Hurricane Milton, the following changes, effective **October 7, 2024**, apply only to members residing in the affected counties/areas mentioned above.*

#### Referrals

- For Medicare Advantage members, Medicare special requirements (42 CFR § 422.100(m)) will be implemented for HMO and PPO plans. **Referral requirements will be waived, and out-of-network claims will be paid at in-network benefit levels.**
- For commercial business, we will **waive referral requirements for members with HMO plans, including myBlue.** Other products are not subject to the same referral requirements.

#### Prior Authorizations

- Florida Blue relaxed prior authorization requirements for all service types during this time. If you are unable to obtain prior authorization, please proceed with providing treatment.
- Florida Blue members who have evacuated from the affected counties may seek medical care at any facility and they will be covered at the in-network level.

#### Pharmacy

- Florida Blue is allowing affected members to get an early refill of their medication, if needed.

Relaxation of prior authorizations, referral requirements, and out-of-network coverages stated above will be in effect until further notice. Claims will be reviewed for medical necessity prior to payment, in accordance with the member's contract benefits. Additional details are available in last week's [bulletin](#).

**\*These changes do not apply to State Account members, ASO (self-funded) members, the Federal Employee Program®, and the BlueCard Program.**