

August 2021

Important Information for Florida Blue and Truli Patients Affected by Tropical Storm Fred

In response to Governor DeSantis declaring a State of Emergency in Florida counties affected by Tropical Storm Fred, Florida Blue and Truli for Health (Truli) will temporarily allow members who reside in the following counties to get an emergency supply of drugs: Bay, Calhoun, Citrus, Dixie, Escambia, Franklin, Gadsden, Gilchrist, Gulf, Holmes, Jackson, Jefferson, Lafayette, Leon, Levy, Liberty, Manatee, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton and Washington.

In addition, measures are in place to ensure our members can access medical care during and immediately after the natural disaster. Use the guidelines below if you are unable to follow normal business procedures.

Emergency Supply of Drugs

Prime Therapeutics has provided in-network pharmacies in the state of Florida with authorization codes to fill a 30-day emergency supply upon request. Members who reside in the affected counties and are impacted by Tropical Storm Fred may receive an early refill on their maintenance medication up to a 30-day supply from Aug. 13, 2021 to Oct. 12, 2021.

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 the commercial pharmacy help desk at **888-877-6323** or the Medicare pharmacy help desk at **888-877-6420**.

Accept the Member ID Card Guidelines

1. Verify member eligibility and benefits electronically through Availity®¹.
2. If you cannot verify member eligibility and benefits electronically, contact:
 - Florida Blue Provider Contact Center at **800-727-2227**.
 - Truli for Health Provider Contact Center at **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.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit 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 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 **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.