



## Plans and Payers: Hurricane Florence

### Insurance Resources during Hurricane Florence

Many laws for prescription refills are modified during emergencies such as during Hurricane Florence. Listed below are contact numbers for insurance companies that may be able to help you with your prescription coverage. *You can check to see which pharmacies are open near you at <https://www.healthcareready.org/rxopen>.*

#### Steps for Healthcare Providers:

1. Ask if the person has health insurance.
2. If so, ask what health insurer and if possible, pharmacy benefit manager, the person has.
3. Then ask: Do you happen to have your Member ID card so that we can call the number on the back of the card?
4. If they do not have their Member ID card, provide instructions for contacting their health insurer or PBM.
5. When calling the number they are going to at least need the name and date of birth for each person with insurance.

#### ● Aetna

- > Hotline: **1-833-327-2386** or **1-888-327-AETNA**
- > Supported Areas: North Carolina, South Carolina, Virginia
- > For more information, view [Aetna's report](#) on their assistance during the storm.

#### ● Blue Cross Blue Shield – South Carolina

- > Hotline: Call the number on your Member ID card or
  - o Health claims: **1-888-410-2227** (toll-free) or **264-2215** in Columbia, SC
  - o Dental claims: **1-800-222-7156** (toll-free) or **264-3879** in Columbia, SC
- > BCBS is offering 24/7 virtual visits to all impacted areas in South Carolina, available at <http://www.bluecareondemandsc.com/>.
- > For more information, view their [Hurricane Florence page](#) for South



## Carolina

- **Blue Cross Blue Shield – North Carolina**

- > Hotline: Call the Customer Service number on the back of your Member ID card, or **1-888-206-4697**, if you don't have your card.
- > A [report](#) on assistance for those in North Carolina.

- **Cigna**

- > Hotline:
  - If you *DO* have health benefits or employee assistance program benefits, call the number on your Cigna I.D. card OR **1-800-244-6224**
  - If you *do NOT* have health benefits or employee assistance program benefits with Cigna, call this special 24/7 help line, **1-866-912-1687** toll-free.
- > Supported Areas: Maryland, North Carolina, South Carolina, Virginia, Washington, D.C. and West Virginia. *Refill requirements are lifted through October 10, 2018.*
- > For more information, view [Cigna's report](#) on their assistance during the storm as well as their [Disaster Resource Center](#).

- **CVS/Caremark**

- > Hotline: **1-800-552-8159** or call the number on your Member ID card.
- > Supported Areas: unspecified.
- > Patients are eligible for [one-time emergency refill](#) of a 10-day supply in impacted areas.

- **Express Scripts**

- > Hotline: Call the number on the back of your Member ID card or Patient Customer Service at **1-800-282-2881**.
- > Supported Areas: South Carolina, North Carolina, Virginia, Maryland, and the Washington, D.C. *Relaxed refill procedures are available through Oct. 7, 2018.*
- > For more information, view [this report](#) on Express Scripts' assistance during the storm.



- **Humana**

- > Hotlines:

- 24/7 Toll-Free Crisis Intervention Hotline (open to anyone affected by storm): **1-888-673-1154** (TTY: 711)

- Otherwise, patients should call the number on the back of their Member ID card or:

- Individual & Family Insurance: **1-800-833-6917**

- Medicare Customer Service: **1-800-457-4708 TTY 711**

- Dental/Vision Insurance: **1-877-877-1051**

- Insurance through Employers: **1-800-448-6262**

- > Supported Areas: All areas under [emergency declarations](#), in effect until the declaration has ended or 30 days after the initial declaration.

- > For more information, view [Humana's report](#) on their assistance during the storm and for [Medicare Advantage members](#).

- **MedImpact**

- > Hotline: **1-800-788-2949** or call the number on your Member ID card.

- > Supported Areas: unspecified.

- > For more information, view MedImpact's [Hurricane Florence Disaster Relief](#) site. Here you can get [your medication list](#) for reference.

- **UnitedHealthcare and Optum**

- > Hotline

- Call the number located on the back of your Member ID card or **1-866-633-2446** if you have misplaced your card.

- 24/7 toll-free hotline: **1-866-342-6892** (for anyone affected by storm):

- > Supported areas: South Carolina, North Carolina and Virginia.

- > For more information, view United Healthcare's [report](#) on their assistance during Hurricane Florence, as well as their [5 H's of Hurricane Season](#) tip sheet.