



## 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.

#### 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.

To navigate document, please choose your insurance plan:

- [Absolute Total Care](#)
- [Aetna](#)
- [Anthem](#)
- [Blue Cross Blue Shield—North Carolina](#)
- [Blue Cross Blue Shield—South Carolina](#)
- [Cigna](#)
- [CVS/Caremark](#)
- [Express Scripts](#)
- [First Choice by Select Health of South Carolina \(AmeriHealth Caritas\)](#)
- [First Choice VIP Care Plus by Select Health of South Carolina \(AmeriHealth Caritas\)](#)
- [Humana](#)
- [MedImpact](#)
- [Molina Healthcare](#)
- [Piedmont Community Health Plan, Inc.](#)
- [United Healthcare and Optum](#)
- [Virginia Premier](#)
- [WellCare-North Carolina](#)
- [WellCare-South Carolina](#)



- **Absolute Total Care (Centene)**
  - > Hotlines: Call Member Services at **1-866-433-6041 (TTY: 711)**
  - > Supported Areas: South Carolina.
    - *They have temporarily removed refill too soon edits for prescriptions and the out-of-network authorization requirements for out-of-network providers. You must still use Medicaid certified facilities and providers.*
  - > For more information, view Absolute Total Care's [Hurricane Florence Emergency Page](#).
- **Aetna**
  - > Hotlines: **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.
- **Anthem**
  - > Hotlines: Call the [EAP](#) Crisis Line at **877-208-8240** or the number on the back of your Member ID Card.
  - > Supported Areas: Georgia, North Carolina, South Carolina, Virginia
    - Anthem's 24/7 telehealth service, [LiveHealth Online](#), is providing medical or psychological service for residents of North Carolina, South Carolina, Maryland, Virginia, and Georgia.
  - > For more information, view on [this report](#) on Anthem's assistance during the storm.
- **Blue Cross Blue Shield – North Carolina**
  - > Hotlines: 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.
- **Blue Cross Blue Shield – South Carolina**
  - > Hotlines: Call the number on your Member ID card or
    - Health claims: **1-888-410-2227** (toll-free) or **264-2215** in Columbia, SC
    - 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
- **Cigna**
  - > Hotlines:
    - 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**
  - > Hotlines: **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**
  - > Hotlines: 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.
- **First Choice by Select Health of South Carolina (AmeriHealth Caritas)**
  - > Hotlines:
    - First Choice Member Services: **1-888-276-2020 (TTY 1-888-765-9586)**
    - Help is available on the 24/7 Nurse Call Line **1-800-304-5436**.
  - > Supported Areas: South Carolina.



- o *Prior Authorization requirements for medical and pharmacy services are relaxed until further notice.*
  - > For more information, view First Choice's page on [Important Information about Hurricane Florence](#)
- **First Choice VIP Care Plus by Select Health of South Carolina (AmeriHealth Caritas)**
  - > Hotlines:
    - o First Choice VIP Care Member Services: **1-888-978-0862 (TTY 711)**
      - First Choice VIP Care Plus Prior Authorization: **1-888-244-5410**
    - o Help is available on the 24/7 Nurse Call Line **1-855-843-1147 (TTY 711)**
  - > Supported Areas: South Carolina.
    - o *Prior Authorization requirements for medical and pharmacy services are relaxed until further notice.*
  - > For more information, view First Choice VIP Care Plus's [Hurricane Florence](#) page.
- **Humana**
  - > Hotlines:
    - o 24/7 Toll-Free Crisis Intervention Hotline (open to anyone affected by storm): **1-888-673-1154 (TTY: 711)**
    - o 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**
  - > Hotlines: **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.

- **Molina Healthcare**

- > Hotlines: Call the number on the back of your plan card, or:
  - Medicaid Members: **(855) 882-3901, TTY/TDD: 711**
  - Molina Dual Options Customer Service: **(855) 735-5831, TTY/TDD: 711**
  - Members can call the Nurse Advice Line with health questions.
    - English: **(888) 275-8750\***, TTY/TDD: 711
    - Spanish: **(866) 648-3537\***, TTY/TDD: 711
- > Supported Areas: South Carolina.
- > For more information, view Molina Healthcare's [website](#) for their notice on Hurricane Florence.

- **Piedmont Community Health Plan, Inc.**

- > Hotlines: For Part D questions, call the number on the back of your Member ID card, which is **1-866-494-9927**.
- > Supported Areas: Virginia.
- > For more information, view PCHP's [Disaster Support Alert](#).

- **UnitedHealthcare and Optum**

- > Hotlines:
  - 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.

- **Virginia Premier**

- > Hotlines:
  - Medicare Advantage members: 877-739-1370
  - CCC Plus members: 877-719-7358
  - Medallion Medicaid members: 800-727-7536



- > Supported Areas: Virginia.
- > For more information, view Virginia Premier's news report on [Important Information Concerning Hurricane Florence](#).
- **WellCare-North Carolina**
  - > Hotlines: Call the number on the back of your plan card, or:
    - WellCare Medicare Members: **1-877-655-2425 (TTY 711)**
    - WellCare Medicare (Duals) Members: **1-877-655-2422 (TTY 711)**
    - Medicare Prescription Drug Plan (PDP) Members (WellCare Classic and Extra) **1-888-550-5252**
  - > Supported Areas: North Carolina
  - > For more information, view WellCare North Carolina's [Hurricane Florence page](#).
- **WellCare-South Carolina**
  - > Hotlines: Call the number on the back of your plan card, or:
    - 24/7 Nurse Advice Line: **1-800-919-8807**
    - WellCare of SC Medicaid Members: **1-888-588-9842 (TTY 711)**
    - WellCare Medicare Members: **1-800-316-2273 (TTY 711)**
    - WellCare Medicare (Duals) Members: **1-855-292-0237 (TTY 711)**
    - Medicare Prescription Drug Plan (PDP) Members (WellCare Classic and Extra) **1-888-550-5252**
  - > Supported Areas: South Carolina
  - > For more information, view WellCare-South Carolina's [Hurricane Florence page](#).

**You can check to see which pharmacies are open near you at**  
[www.rxopen.org](http://www.rxopen.org)