Plans and Payers: Hurricane Michael

Insurance Resources during Hurricane Michael

Many laws for prescription refills are modified during emergencies such as during Hurricane Michael. 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:

Florida Providers

- Aetna
- Anthem (Amerigroup)
- Amerihealth Caritas/Florida True Health/Prestige Health Choice
- AvMed
- Blue Cross Blue Shield—Florida
- Capital Health Plan
- Centene (Sunshine Health)
- Cigna
- CVS/Caremark
- Freedom Health
- Health First
- Magellan
- Molina Healthcare
- WellCare-Florida
Alabama Providers

- Cigna
- Viva Health
- CVS/Caremark
- Express Scripts
- Wellcare-Alabama

Georgia Providers

- Centene – Peach State Health
- CVS/Caremark
- Wellcare - Georgia

North Carolina Providers

- Blue Cross Blue Shield of North Carolina
- Cigna
- Wellcare – North Carolina

South Carolina Providers

- Amerihealth
- Centene
- Cigna
- Molina
- Wellcare
Florida Providers

- **Aetna**
  - Hotlines: Medicaid Member Services: **1-800-441-5501** (TTY: **711**) Long Term Care Member Services: **1-844-645-7371** (TTY: **711**) Florida Healthy Kids Member Services: **1-844-528-5815** (TTY: **711**)
  - Supported Areas: Florida
  - For more information, view [Aetna’s report](#) on their assistance during the storm.

- **Anthem (Amerigroup)**
  - Hotlines: Call Member Services: **1-800-600-4441** TTY **711**
  - Supported Areas: Florida
  - For more information visit Amerigroup [homepage](#).

- **Amerihealth Caritas (Florida True Health/Prestige Health Choice)**
  - Hotlines: Call member services at **1-855-355-9800** (TDD/TTY **1-855-358-5856**)
  - Supported Areas: Florida
    - Members in these 35 counties may refill their regular prescriptions earlier than usual to ensure a sufficient supply. Members may receive up to a 30-day emergency prescription refill of maintenance medication
  - For more information, view Prestige Health Choice’s [Hurricane Michael Emergency Response Page](#)

- **AvMed**
  - Hotlines: Group Members  (Plan through your Employer) **800-882-8633** (TTY **711**), Medicare Members **800-782-8633** (TTY **711**), Individual Health Members (Plan directly through AvMed) **800-477-8768** (TTY **711**)
  - Supported Areas: Florida
  - For more information, visit AvMed’s [homepage](#)

- **Blue Cross Blue Shield (Florida Blue)**
Hotlines: Members call 1-800-FLA-BLUE (352-2583) TTY/TDD: 1-800-955-8771. Medicare members call 1-800-926-6565 TTY/TDD: 1-800-955-8770

- Now through November 5, 2018, all Florida Blue members residing in Florida who are impacted by the storm can get an emergency 30-day supply of their maintenance medication at any in-network pharmacy located in Florida.

For more assistance Florida Blue’s Hurricane Michael Impacts page for those in North Carolina.

- Capital Health Plan
  - Hotlines: Call Member Services at (850) 383 - 3311 or 1 (877) 247 - 6512. For TTY/TTD (for hearing impaired) (850) 383 - 3534 or 1 (877) 870 - 8943
  - Supported Areas: Florida
    - Prime Pharmacy has been authorized to process prescriptions enabling our members to get early refills in Tallahassee or wherever they may evacuate.
    - The Nurse Triage Line will remain operational for as long as they have power.
  - For more information, view Capital Health Plan’s Hurricane Michael Updates.

- Centene (Sunshine Health)
  - Hotlines: Call Customer Service at 1-866-796-0530
  - Supported Areas: Florida
      - If you are in an affected county you may refill your prescription medications (excluding controlled substances and specialty drugs) early in advance of the storm.
  - For more information, view Sunshine Health’s homepage for emergency updates.

- Cigna
  - Hotlines: If you get your insurance through your employer, call 1.800.Cigna24 or 1.800.244.6224.
    - If you bought your insurance directly from Cigna or on the Exchange, call
1.866.494.2111.

- For behavioral health to speak with a Customer Service Representative, call 1.800.433.5768

- Supported Areas: Florida
- For more information, visit Cigna’s Florida homepage.

- **CVS/Caremark**
  - Hotlines: Call customer service 24/7 at 1-888-766-5490
  - Supported Areas: Florida
  - For more information visit the Florida CVS/Caremark homepage

- **Freedom Health**
  - Hotlines: 1-800-401-2740 TTY/TDD: 711
  - Supported Areas: Florida
  - The Plan will lift “refill-too-soon” edits. You can get your refills at your pharmacy with no problem. Talk to your pharmacist. They can help you fill a prescription.
  - For more information, view the Freedom Health Hurricane Michael Notice

- **Health First**
  - Hotlines: Call customer service at 321.434.5600 or 1.800.716.7737
  - Supported Areas: Florida
  - For more information, view the Health First homepage

- **Magellan**
  - Hotlines: Patients should call the number on the back of their member ID card
  - For more information, patients can view Magellan’s homepage

- **Molina Healthcare**
  - Hotlines: Call the number on the back of your plan card, or:
    - Medicaid Members: (866) 472-4585TTY/TDD: (800) 955-8771
    - Medicare: (866) 553-9494 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: Florida
  - If MOLINA HEALTHCARE OF FLORIDA members are unable to obtain prescriptions(s) at their regular pharmacy location, they can obtain prescriptions at other pharmacy locations.
  - For more information, view Molina Healthcare’s Hurricane Michael Impact Page.

- **WellCare-Florida**
  - Hotlines: Call the number on the back of your plan card, or:
    - WellCare Medicaid Members: **1-866-334-7927** (TTY 711)
    - Medicare Members: **1-888-888-9355** (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: Florida
  - For more information, view WellCare Florida’s [homepage](#).

**Alabama Providers**

- **Cigna-Alabama**
  - Hotlines: If you get your insurance through your employer, call **1.800.Cigna24** or **1.800.244.6224**
  - If you bought your insurance directly from Cigna or on the Exchange, call **1.866.494.2111**
  - Supported Areas: Alabama
    - Emergency prescription refills in certain counties authorized through November 7 (counties not listed)
  - For more information, view Cigna’s [webpage](#).

- **Viva Health**
  - Hotlines: **1-800-633-1542**. TTY users should call the Alabama Relay Service at 711.
  - For more information, view Viva Health’s [webpage](#).

- **CVS/Caremark**
> Hotlines: 1-800-552-8159 or call the number on your Member ID card.
> Supported Areas: Alabama

- **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: Alabama
  > For more information see Express Scripts emergency procedures.

- **Wellcare - Alabama**
  > Hotlines: Medicaid Prescription Drug Plan (PDP) Members: 1-888-550-5252
  > Medicare Non Duals Plans: 1-866-653-0981
  > Medicare Duals/SNP Plan: 1-877-682-0528
  > Supported Areas: Alabama
  > For more information visit Wellcare Alabama’s webpage.

**Georgia Providers**

- **Centene – Peach State Health**
  > Hotlines: Call Member Services- 1-800-704-1484
  > Supported Areas: Georgia
  > For more information, view Centene Peach State Health website.

- **CVS/Caremark – Georgia**
  > Hotlines: Hotlines: 1-800-552-8159 or call the number on your Member ID card.
  > Supported Areas: Georgia
  > For more information, view CVS/Caremark Georgia webpage

- **Wellcare – Georgia**
  > Hotlines:
    0 Medicaid Members
Georgia Families: **1-866-231-1821**

PeachCare for Kids: **1-866-231-1821**

- **Medicare Members**
  - HMO Plans: **1-866-334-7730**
  - HMO-SNP and HMO-POS: **1-866-482-3361**

- **Medicare PDP Members**
  - **1-888-550-5252**

> Supported Areas: Georgia

> For more information, view Wellcare Georgia [webpage](#)

**North Carolina Providers**

- **Blue Cross Blue Shield of North Carolina**

> Hotlines: Customers are instructed to call the number on the back of their card for any questions, or 1-888-206-4697.

  - Members with may speak to nurses with health related questions 24/7, such as when to seek care and where, by calling the number **(1-877-477-2424)**.

  - Hearing or speech impaired members may call **1-800-442-7028 (TTY/TDD)** to use the teletypewriter system.


  - **Allowing early prescription refills until the emergency declaration is lifted by Governor Roy Cooper.**

> For more information visit the BCBSNC [webpage](#).

- **Cigna**

> Hotlines:

  - Medicare Advantage
    - Call **1.800.668.3813**, 8 a.m. to 8 p.m. EST, 7 days a week
Medicare Rx Prescription Drug Plans
▪ Call 1.800.222.6700, 8 a.m. to 8 p.m. EST, 7 days a week

Medicare Supplemental Insurance
▪ Call us at 1.866.459.4272, 9 a.m. to 6 p.m. EST, Monday through Friday

Supported Areas: North Carolina

North Carolina residents still affected by Hurricane Michael may get emergency refills through December 16, 2018

For more information visit Cigna Hurricane Michael Impact Page

Wellcare – North Carolina

Hotlines:
▪ Medicare Members
  ▪ WellCare Medicare – Current Members: 1-877-655-2425 (TTY 711)
    Monday-Sunday, 8 a.m. to 8 p.m.
  ▪ WellCare Medicare (Duals) – Current Members: 1-877-655-2422
    (TTY 711) Monday-Sunday, 8 a.m. to 8 p.m.

▪ Medicare Prescription Drug Plan (PDP) Members
  ▪ WellCare Classic, Extra and Value Script – Current Members: 1-888-550-5252,
    Prospective Members: 1-866-537-1812 (TTY 711)
    Monday-Sunday, 8 a.m. to 8 p.m.

Supported Areas: North Carolina

For more information, view Wellcare North Carolina webpage

South Carolina Providers

AmeriHealth Caritas – First Choice by Select Health of South Carolina

Hotlines:
▪ Main Lines
  ▪ Local: 843-569-1759
  ▪ Toll-Free: 1-800-741-6605

For prior authorizations, appeals, clinical questions, membership verifications, Case Management, Health Management programs or the Medical Director:
▪ First Choice Numbers
  ● Medical Services: 888-559-1010
TTY for hearing impaired: 888-765-9586

- Supported Areas: South Carolina

- For more information, view Amerihealth South Carolina webpage.

- Cigna

- Hotlines:
  - Medicare Advantage
    - Call 1.800.668.3813, 8 a.m. to 8 p.m. EST, 7 days a week
  - Medicare Rx Prescription Drug Plans
    - Call 1.800.222.6700, 8 a.m. to 8 p.m. EST, 7 days a week
  - Medicare Supplemental Insurance
    - Call us at 1.866.459.4272, 9 a.m. to 6 p.m. EST, Monday through Friday

- Supported Areas: South Carolina

- For more information visit Cigna Hurricane Michael Impact Page.

- Centene

- Hotlines:
  - Medicaid- Absolute Total Care
    - Member Services 1-866-433-6041
    - Or visit Absolute Total Care directory.
  - Medicare 1-855-766-1497
  - Supported Areas: South Carolina

- For more information, view Centene South Carolina webpage.

- Molina

- Hotlines: Call the number on the back of your plan card, or:
  - Medicaid Members: (866) 472-4585 TTY/TDD: (800) 955-8771
  - Medicare: (866) 553-9494 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 South Carolina webpage.
• **Wellcare – South Carolina**

  > Hotlines:
  
  o Medicare Members
  
  ▪ WellCare Medicare – Current Members: **1-800-316-2273**
  
  Prospective Members: **1-866-527-0057 (TTY 711)** Monday-Sunday, 8 a.m. to 8 p.m.

  ▪ WellCare Medicare (Duals) – Current Members: **1-855-292-0237**
  
  Prospective Members: **1-866-527-0057 (TTY 711)** Monday-Sunday, 8 a.m. to 8 p.m.

  o Medicare Prescription Drug Plan (PDP) Members

  ▪ WellCare Classic, Extra and Value Script – Current Members: **1-888-550-5252**. Prospective Members: **1-888-293-5151 (TTY 711)** Monday-Sunday, 8 a.m. to 8 p.m.

  > Supported Areas: South Carolina

  > For more information, view Wellcare South Carolina [webpage](#).

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