



Plans and Payers: Hurricane Dorian

Insurance Resources during Hurricane Dorian

Many laws for prescription refills are modified during emergencies such as during Hurricane Dorian. 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](#)



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)**
 - > 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**
 - > 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)**
 - > For more information, view Prestige Health Choice's [Important Information about Hurricane Dorian](#).
- **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)**
 - > 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**
 - > For more assistance Florida Blue's [Hurricane Dorian Member Update](#) 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 - 894**
 - > For more information, view Capital Health Plan's [website](#).
- **Centene (Sunshine Health)**
 - > Hotlines: Call Customer Service at **1-866-796-0530**
 - > 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**
 - > For more information, visit Cigna's [Florida homepage](#).
- **CVS/Caremark**
 - > Hotlines: Call customer service 24/7 at **1-888-766-5490**
 - > 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 Dorian 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) 472-4585** 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
- > *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 Dorian](#).
- **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**
 - > For more information, view WellCare Florida's [homepage](#).

You can check to see which pharmacies are open near you at
www.rxopen.org