



## Plans and Payers: Hurricane Dorian

### Insurance Resources during Hurricane Dorian

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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](#)
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#### Georgia Providers



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### North Carolina Providers

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### South Carolina Providers

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## 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 Storm Resources: Hurricane Dorian](#) page.
- **Anthem (Amerigroup)**
  - > Hotlines: Call Member Services: **1-800-600-4441 TTY 711**  
Medicaid MMA: **1-844-406-2396 (TTY 711)**  
Florida Healthy Kids: **1-844-405-4298 (TTY 711)**  
Long-Term Care: **1-877-440-3738 (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 [Hurricane Resource Center](#).
- **Blue Cross Blue Shield (Florida Blue)**
  - > Hotlines: Members call **1-800-FLA-BLUE (352-2583) TTY/TDD: 1-800-955-8770**.  
Medicare members call **1-800-926-6565 TTY/TDD: 1-800-955-8770**
  - > For more assistance Florida Blue's [Hurricane Dorian Member Update](#) page.
- **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**
  - > 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: Customers should call the number on the back of their member ID card or, call **1-800-244-6224**
  - > For all residents in affected areas, Cigna is providing access to its 24x7 telephone help line staffed with qualified clinicians available to speak with people about how to cope with anxiety, stress or other issues. People who do not have health benefits or employee assistance program benefits with Cigna can call 1.866.912.1687 toll-free.
  - > For more information, visit Cigna's [Disaster Resource Center](#)
- **CVS/Caremark**
  - > Hotlines: Call customer service 24/7 at **1-888-766-5490**
  - > For more information visit the Florida CVS/Caremark [homepage](#).
- **Express Scripts**
  - Hotlines: Patients should call the number on the back of their member ID card or, or call: **1-800-282-2881**
  - Supported Areas: Florida
    - *If you are affected by Hurricane Dorian and need your medicine, or an emergency fill, log in and go to Find a Pharmacy to locate a nearby network pharmacy. If you need additional help, call the number on the back of your member ID card. Deliveries might be delayed into affected areas.*
  - For more information, view the Express Scripts [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  
Crisis Hotline **1-800-327-7451**
  - > For more information, patients can view [Magellan's Hurricane Dorian Alert](#).
- **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: **(866) 473-8293, 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**
  - > *Transportation Lines for Urgent Medical Appointments (after confirming that your doctor's office is open)*
    - Staywell Medicaid **1-866-591-4066**
    - CMS Health Plan **1-844-339-9469**
    - WellCare Medicare **1-855-824-5700**



- > For more information, view WellCare Florida's Hurricane Dorian [webpage](#).

## Georgia Providers

- **Anthem (Blue Cross Blue Shield)**
  - Hotlines: Patients should contact the number on their member's ID card. General Assistance **1-800-331-1476**
  - Supported Areas: Georgia
  - For more information, view Anthem's [homepage](#).
- **Centene – Peach State Health**
  - > Hotlines: Call Member Services- **1-800-704-1484 (TTY 1-800-255-0056)**
  - > Supported Areas: Georgia
  - > For more information, view Centene Peach State Health [webpage](#).
- **Cigna**
  - Hotlines: Customers should call the number on the back of their member ID card or, call **1-800-244-6224**
  - For all residents in affected areas, Cigna is providing access to its 24x7 telephone help line staffed with qualified clinicians available to speak with people about how to cope with anxiety, stress or other issues. People who do not have health benefits or employee assistance program benefits with Cigna can call **1.866.912.1687** toll-free.
  - For more information, visit Cigna's [Disaster Resource Center](#)
- **Coventry (Aetna)**
  - Hotlines: Customer Service: **1-800-395-2545 (TTY 711 or 800-877-8973)**
  - Supported Areas: Georgia
  - For more information, view Coventry Health Care of Georgia [webpage](#).
- **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](#)
- **Express Scripts**



- Hotlines: Patients should call the number on the back of their member ID card or, or call: **1-800-282-2881**
- Supported Areas: Georgia
  - *If you are affected by Hurricane Dorian and need your medicine, or an emergency fill, log in and go to Find a Pharmacy to locate a nearby network pharmacy. If you need additional help, call the number on the back of your member ID card. Deliveries might be delayed into affected areas.*
- For more information, view the Express Scripts [homepage](#).
- **Wellcare – Georgia**
  - > Hotlines:
    - Medicaid Members
      - Georgia Families: **1-866-231-1821 (TTY 711)**
      - PeachCare for Kids: **1-866-231-1821 (TTY 711)**
    - Medicare Members
      - HMO Plans: **1-866-334-7730 (TTY 711)**
      - HMO-SNP and HMO-POS: **1-866-482-3361 (TTY 711)**
    - Medicare PDP Members
      - **1-888-550-5252 (TTY 711)**
  - > 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.
  - > Supported Areas: North Carolina.



- > *Allowing early prescription refills for all counties beginning August 31. The early refill request must be made within the official effective dates of the state of emergency declaration.*
- > *For more information visit the BCBSNC Hurricane Dorian [webpage](#).*
- **Cigna**
  - Hotlines: Customers should call the number on the back of their member ID card or, call **1-800-244-6224**
  - For all residents in affected areas, Cigna is providing access to its 24x7 telephone help line staffed with qualified clinicians available to speak with people about how to cope with anxiety, stress or other issues. People who do not have health benefits or employee assistance program benefits with Cigna can call **1.866.912.1687** toll-free.
  - For more information, visit Cigna's [Disaster Resource Center](#)
- **Express Scripts**
  - Hotlines: Patients should call the number on the back of their member ID card or, call: **1-800-282-2881**
  - Supported Areas: North Carolina
    - *If you are affected by Hurricane Dorian and need your medicine, or an emergency fill, log in and go to Find a Pharmacy to locate a nearby network pharmacy. If you need additional help, call the number on the back of your member ID card. Deliveries might be delayed into affected areas.*
  - For more information, view the Express Scripts [homepage](#).
- **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**
    - Nurse 24 Hour Call Line: **1-800-304-5436**
    - First Choice Member Assistance Lines:
      - Medical Services: **1-888-276-2020**
      - TTY for hearing impaired: **888-765-9586**
  - > Supported Areas: South Carolina
  - > For more information, view First Choice by Select Health of South Carolina Hurricane Dorian [webpage](#).
- **Centene**
  - > Hotlines:
    - Medicaid- Absolute Total Care
      - Member Services **1-866-433-6041**
    - Medicare **1-855-735-4398 (TTY 711)**
    - Supported Areas: South Carolina
  - > For more information, view Centene South Carolina [webpage](#).
- **Cigna**
  - Hotlines: Customers should call the number on the back of their member ID card or, call **1-800-244-6224**
  - For all residents in affected areas, Cigna is providing access to its 24x7 telephone help line staffed with qualified clinicians available to speak with people about how to cope with anxiety, stress or other issues. People who do not have health benefits or employee assistance program benefits with Cigna can call **1.866.912.1687** toll-free.
  - For more information, visit Cigna's [Disaster Resource Center](#)
- **Express Scripts**
  - Hotlines: Patients should call the number on the back of their member ID card or, or



call: **1-800-282-2881**

- Supported Areas: South Carolina
  - *If you are affected by Hurricane Dorian and need your medicine, or an emergency fill, log in and go to Find a Pharmacy to locate a nearby network pharmacy. If you need additional help, call the number on the back of your member ID card. Deliveries might be delayed into affected areas.*
- For more information, view the Express Scripts [homepage](#).
- **Molina**
  - > Hotlines: Call the number on the back of your plan card, or:
    - Medicaid Members: **1-855-882-3901 (TTY/TDD: 711)**
    - Molina Dual Options Customer Service: **1-855-735-5831 (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:
    - Medicare Members
      - WellCare Medicare –  
Current Members: **1-800-316-2273**  
Prospective Members: **1-866-527-0057 (TTY 711)** Monday-Friday,  
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-Friday,  
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: **1-888-293-5151 (TTY 711)** Monday-Friday,  
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)