

Support for Virginia Residents Affected by Hurricane Dorian

UnitedHealthcare is taking the following actions to help those who may be affected by Hurricane Dorian. Our priority is making sure people have immediate and easy access to the care they need. The following actions are in place for the following UnitedHealthcare members residing in Virginia.

Effective Sept. 5 through Sept. 13, 2019

For counties with mandatory or voluntary evacuations from the [Virginia Department of Emergency Management](#).

- **Accessing care out of network:** Members who may have been displaced from their homes or whose network or medical facility is inaccessible can call the number on their ID card for assistance. If a network care provider isn't available, members will be permitted to access out-of-network care and it will be covered at their in-network coinsurance/copay level.
- **Precertification, notification, prior authorization and referrals:** For members residing in counties with voluntary or mandatory evacuations, UnitedHealthcare is waiving preauthorization, notification, prior authorization and referral requirements for new and existing medical treatments.

Effective Sept. 2 through Sept. 16, 2019

Statewide

- **Early prescription refills:** UnitedHealthcare members who are affected can also fill existing prescriptions early (one time, up to a 90-day refill) through direct pharmacy or mail order. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, in order to get an early refill.
- **UnitedHealthcare Medicare Advantage members** in evacuation areas or otherwise directly affected in a material way by the emergency, to meet the Centers for Medicare & Medicaid Services (CMS) requirements, we will:
 - Allow Part A and Part B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities (note that Part A and Part B benefits must, per 42 CFR §422.204(b)(3), be furnished at Medicare certified facilities)
 - Waive in full, requirements for gatekeeper referrals where applicable
 - Temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts
 - Waive the 30-day notification requirement to enrollees as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee
- **Help finding a network care provider:** Members who need help finding a care provider in the UnitedHealthcare network can call customer care at the number located on their medical ID cards.
- **For plan participants who may have misplaced their medical ID cards,** call 866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday. People enrolled in Medicaid, employer-sponsored and individual health plans (except Medicare) who have a smartphone can download the free **Health4Me app**, which provides instant access to their ID card, network care providers, their personal health benefits and more. The Health4Me app is available as a free download at the Apple [iTunes App Store](#) and the Android Market on [Google Play](#).
- **Free help line:** Optum is offering a free emotional-support help line to all affected individuals. The toll-free number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The

service is free of charge and open to anyone. Callers may also receive referrals to community resources. Along with the toll-free help line, emotional-support resources and information are available online at liveandworkwell.com.

We're Here to Help

If you have questions, please call the Provider Services number on the member's ID card. Thank you.