



## Your Medical Care & Prescription Drugs in a Disaster or Emergency Area

### What is considered to be an emergency or disaster area?

If you live in an area that has been declared an emergency or disaster, your medical care may change temporarily. Affected areas are ones where one of the following has happened:

- **The President has declared it an emergency or disaster.** Visit the Federal Emergency Management Agency (FEMA) online, at FEMA.gov, or call 1-800-621-FEMA (1-800-621-3362) to see if your area is affected. TTY users should call 1-800-462-7585.
- **A Governor has declared it an emergency or disaster.** Visit your state government's official website to find out if your area is affected.
- **The Secretary of HHS has declared a public health emergency.** Visit ASPR.hhs.gov, or call 1-800-MEDICARE (1-800-633-4227) to find out if your area is affected. TTY users can call 1-877-486-2048.

### Access to your benefits during an emergency or disaster?

Ochsner Health Plan (OHP) will ensure access to your benefits during a public health emergency or disaster. When one of these events is declared, and until it ends, Ochsner Health Plan (OHP) will ensure access to your covered benefits in the following manner:

- Cover out-of-network services and benefits at network rates.
  - If you have problems using an out-of-network provider, contact OHP member services at 1-833-674-2112 for assistance;
- Waive requirements for prior authorizations for out-of-network services.
- Provide the same cost-sharing as if the service or benefit had been furnished at a plan-contracted facility.
- Make changes that benefit you effective immediately, without the required 30-day notice

Contact Member Services to find out if there are other changes in plan rules and when the normal rules will again apply.

**If emergent or urgent care is needed during this time**, you should go to the nearest emergency room or urgent care facility that can meet your needs.

### Getting your prescriptions

Medications will continue to fill at any of the 50,000 pharmacies nationwide in our pharmacy network. For a list of pharmacies, please visit <https://www.medimpact.com/web/login>, or call the Pharmacy Help Desk at 1-800-910-1837, 24 hours/day, 7 days/week.

During the declared disaster, our "refill-too-soon" limitations will be lifted so that you may fill any needed medications that were lost or damaged during the disaster.

If the pharmacy has any trouble filling your medications during this time, the pharmacist should be directed to call the Pharmacy Technical Help Desk at 1-800-910-1837, 24 hours/day, 7 days/week.



### **Using in-network pharmacies:**

- You'll be able to move most prescriptions from one network pharmacy to another, and back to your regular pharmacy when the emergency or disaster ends. If you need help finding the closest network pharmacy, contact Ochsner Health Plan's Pharmacy Help Desk.
- You'll need to tell the new pharmacy the name of your regular pharmacy and which drugs you need refilled.

### **Using out-of-network pharmacies:**

- If you can't reasonably get to an in-network pharmacy, contact Ochsner Health Plan Pharmacy Help Desk for information about out-of-network rules.

### **What you need to know**

Inform the doctor or facility staff that you are an Ochsner Health Plan (OHP) member and provide them with your OHP ID card if you have it.

Please keep any receipts for any medical services or prescription medications that you have to pay for out of pocket during this time and OHP will review reimbursing you appropriately after the disaster has subsided.

If Ochsner Health Plan is affected by the disaster and cannot resume normal operations by the end of the public health emergency or state of disaster, we will notify the Centers for Medicare & Medicaid Services (CMS) and will update the Ochsner Health Plan website, when and if we are able, to provide information about Ochsner Health Plan operational capabilities.

### **When does a disaster or public health emergency end?**

All of the above changes become effective immediately after the declaration of a disaster or a public health emergency.

These actions remain in effect until:

- The president, governor, or secretary of Health and Human Services declares the public health emergency or disaster has ended; or,
- 30 days have passed since the disaster or emergency was declared, and no end date was identified.
- There is no longer a disruption of access to health care.

### **How can I replace my OHP ID card?**

Contact OHP Member Services to replace a lost or damaged membership card.

### **Contact Us for more information:**

**To get more information about getting care from doctors or other providers during an emergency or disaster**, please contact Ochsner Health Plan's Members Services at 1-833-674-2112. (TTY users should call 711). We are open 8 a.m. to 8 p.m. seven days a week from October 1st to March 31st and Monday through Friday April 1st to September 30th.

**To get more information on getting prescription drugs during an emergency or disaster**, please contact Ochsner Health Plan's Pharmacy Help Desk at 1-800-910-1837 (TTY: 711). Hours of Operation: 24 hours a day, 7 days a week.

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