

Remember to Accept Member ID Card During State of Emergency Early Prescription Refills Now Allowed in Certain Counties Impacted by Tropical Storm Elsa

It is hurricane season and **Governor Ron DeSantis** has declared a **State of Emergency** in several Florida counties through **September 1** in anticipation of **Tropical Storm Elsa**.

Florida Blue is temporarily allowing members in the following counties affected by Tropical Storm Elsa to get an early refill of their medications:

Alachua, Baker, Bradford, Charlotte, Citrus, Clay, Collier, Columbia, Dixie, Duval, Gilchrist, Hamilton, Hernando, Hillsborough, Jefferson, Lake, Lafayette, Lee, Levy, Madison, Manatee, Marion, Monroe, Nassau, Pasco, Pinellas, Putman, Sarasota, Sumter, Suwanee, Taylor, Union and Wakulla.

We want to remind you to accept ID cards from Florida Blue or other Blue Plan members during an emergency or natural disaster, such as hurricanes and tropical storms, even if you are unable to communicate with Florida Blue.

Florida Blue Member Services has been notified and Prime Therapeutics has provided all in-network pharmacies within the state of Florida authorization codes to fill a 30-day emergency supply upon request. Florida Blue members who have been impacted by Tropical Storm Elsa may receive an early refill on their maintenance medication up to a 30-day supply fill between July 3 and September 1, 2021.

Accept the Card Guidelines

Here are other general guidelines to keep in mind if you are unable to follow normal business procedures.

1. Verify member eligibility and benefits electronically through Availity^{®1}.
2. If you cannot verify member eligibility and benefits electronically, contact the Florida Blue Provider Contact Center at **800-727-2227**.
3. If you are unable to verify member eligibility and benefits electronically or by phone:
 - Accept a valid Florida Blue ID card and picture ID **or**
 - Accept a Florida Blue universal application, acknowledgement/acceptance letter and picture ID.
4. If you cannot submit claims electronically:
 - Hold electronic claims for 14 calendar days or until service is restored.
 - If you convert electronic claims to paper claims, purge the electronic claims from your system to avoid duplicate claim submissions.

Please note: Members' premiums must be current for us to process the claims.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

Authorizations

1. Authorizations and certifications can be entered and verified electronically through Availity.
2. If you are unable to verify or enter authorizations online, contact the Florida Blue utilization management center at **800-955-5692**.
3. During a national/statewide emergency or natural disaster, we will continue to send you information on how to obtain authorizations.
4. Remember to contact Florida Blue for retroactive approval/authorization once the emergency situation is over.

Electronic Alternatives

Florida Blue has clinical tools that are available anytime from anywhere with internet access. To increase coordination of care and patient satisfaction during an emergency, physicians can use up-to-date online capabilities through Availity's **Patient Care Summary**.

Patient Care Summary is a longitudinal care record that shows up to 24 months of your patients' medical claims history including diagnoses, procedures, prescriptions, lab results and laboratory services performed by all of their providers. Care reminders are also provided. You can access Availity at availity.com.