



3250 Mary Street, Suite 400 • Coconut Grove, FL 33133 • P. 877-336-2069 • F. 305-234-9275

## Getting Care during a Disaster or Crisis

In the event of a Presidential emergency declaration, a Presidential (major) disaster declaration, a declaration of emergency or disaster by a Governor, or an announcement of a public health emergency by the Secretary of Health and Human Services, but absent, or prior to the issuance of, a section 1135 waiver by the Secretary, HealthSun will:

- Allow Part A/B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities at Medicare certified facilities (as per 42 CFR § 422.204(b)(3))
- Waive in full, requirements for gatekeeper referrals where applicable;
- Temporarily reduce plan-approved out-of-network cost-sharing to in-network cost-sharing amounts; and
- Waive the 30-day notification requirement to our members as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the member.
- Consistent with 423.124(a), ensure our members have adequate access to covered Part D drugs dispensed at out-of-network pharmacies when those members cannot reasonably be expected to obtain covered Part D drugs at a network pharmacy, and when such access is not routine;
- Lift the "refill-too-soon" edits; and
- Allow an affected member to obtain the maximum extended day supply, if requested and available at the time of refill.

If there is an emergency or other circumstance beyond our control, then our members may have to obtain covered services from a non-network provider or fill a covered prescription at an out-of-network pharmacy. We will reimburse our members up to the amount that is covered under the benefits described in our *Evidence of Coverage*. We may require a written statement from the member or the attending/prescribing physician, confirming the illness or injury and the necessity for the treatment/ medication.

Typically, the source that declared the disaster will clarify when the disaster or emergency is over. If, however, the disaster or emergency timeframe has not been closed 30 days from the initial declaration, and if CMS has not indicated an end date to the disaster or emergency, we will resume normal operations 30 days from the initial declaration. When a disaster or emergency is declared, it is specific to a geographic location (i.e. county). We will apply the above exceptions only if you reside in the geographic location indicated.

Please contact our Member Services Department at (305) 447-4458 or toll free at (877) 336-2069 for additional information. TTY users should call (877) 206-0500. Our hours of operation from October 1<sup>st</sup> to February 14<sup>th</sup> are 7 days a week, 8am - 8pm. From February 15<sup>th</sup> until September 30<sup>th</sup>, we are available Monday – Friday, 8am - 8pm. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-336-2069 (TTY: 1-877-206-0500). Nuestro horario de operación desde el 1 de octubre al 14 de febrero son 7 días de la semana de 8am a 8 pm. A partir del 15 de febrero hasta el 30 de septiembre, estamos disponible lunes a viernes de 8am a 8pm.