

Hurricane Michael

Summary: Due to Hurricane Michael, the Governor of Florida has issued a state of emergency. At this time, Amerigroup will operate during normal business hours, and our call centers will remain open.

What actions has Amerigroup taken to address this issue?

We are here to work with our providers to ensure our members will continue receiving the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Hurricane Michael.

Pharmacy

Effective October 7, 2018 to November 6, 2018, the Pharmacy team is taking following actions to ensure member access to medications is not disrupted:

- *Refill Too Soon* overrides: Enabled the ability to override the *Refill Too Soon* edit at the pharmacy point of sale.
- If a member from the disaster area attempts to fill a prescription and the claim rejects with a *Reject 79: Refill Too Soon*, the pharmacy should enter override code 91100000005 in NCPDP vD.0 field 462-EV *Prior Authorization Number Submitted*.
- This override code should be used to process claims only for these members through November 6, 2018. This date may be extended as needed.
- Please process claims using the following information:
 - BIN: 003858
 - PCN: MA
 - RxGroup: WKMA

Prior authorizations:

- We have waived prior authorization requirements for critical life-sustaining services such as durable medical equipment and supplies, home health services, hospital services, nursing facility services, chemotherapy, and dialysis services. For further details, please contact Provider Services at 1-800-454-3730.
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any postdischarge services, including transportation or transfers to services outside of the affected counties.
- We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews.

Contact us:

- Provider Services: 1-800-454-3730
- Member Services: 1-800-600-4441
- 24-hour Nurse HelpLine: 1-866-864-2544