

## **Member care during Hurricane Florence**

**Background:** Due to Hurricane Florence, the Governor of Georgia has issued a state of emergency. At this time, Amerigroup Community Care will be operating under 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 Florence.

### **Pharmacy**

Effective September 12-September 19, 2018, the following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Refill Too Soon (RTS) overrides: We have 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 91100000001 in NCPDP vD.0 field 462-EV — *Prior Auth Number Submitted*.
  - This override code should be used to process claims only for these members through September 19, 2018. This date may be extended as needed.
  - Please process claims using the following information:
    - BIN: 003858
    - PCN: MA
    - RxGroup: WKJA

Pharmacies should contact the ESI Pharmacy Customer Service Help Desk at 1-844-367-6112 for additional assistance in overriding RTS rejects.

### **Contact us**

Provider Services: 1-800-454-3730

Member Services: 1-800-600-4441

Pharmacy Services: 1-800-454-3730

24-Hour Nurse HelpLine: 1-800-600-4441

### **Additional information/resources**

NET: 1-800-600-4441