

For brokers and producers only

Date: September 5, 2019

Market: All

## **Hurricane Dorian – Member Access to Care and Prescriptions**

CareFirst BlueCross BlueShield (CareFirst) understands how challenging natural catastrophes can be and the impact they can have on member's access to prescriptions and medical care. For our members living in areas affected by Hurricane Dorian, CareFirst has developed the attached communication that can be sent to your clients and accounts for distribution to their impacted employees.

### **For more information**

If you have any questions, please contact your broker sales representative.

## Access to care for CareFirst BlueCross BlueShield members affected by Hurricane Dorian

CareFirst BlueCross BlueShield (CareFirst) understands how challenging natural catastrophes can be, and the impact they can have on accessing medical care. As a BlueCross BlueShield member, you have access to the nation's most comprehensive provider network containing 95% of doctors and 96% of hospitals.

### Obtaining medical care

- Should you need medical care outside your area, call 800-810-BLUE (2583) to find an in-network provider wherever you are.
- With CareFirst Video Visit, you can securely connect with a doctor on your smartphone, tablet or computer anytime day or night. Visit [www.carefirstvideovisit.com](http://www.carefirstvideovisit.com).
- For 24/7 medical advice, you can call FirstHelp at 800-535-9700 to speak with a registered nurse who can recommend the most appropriate care.
- Remember, in the event of a medical emergency, you can seek medical care anywhere. Prior authorization is not needed.

### Prescription drug coverage

To ensure continued access to your prescriptions, refill limit requirements have been lifted for all states that have issued a state of emergency.

A one-time emergency medication refill of at least 10-days for members in these areas has been authorized. If your state has declared a state of emergency and you require a prescription refill, please visit any [in-network pharmacy location](#) outside of the evacuation zones. You may also call CareFirst Pharmacy Services (administered by CVS Caremark) directly at 800-241-3371 for assistance.

### Additional questions

If you have questions about your medical, dental or vision coverage, please call the applicable member services number on the back of your member ID card. If you do not have your member ID card, you can easily view a copy of your member ID card through [My Account](#) or on the CareFirst mobile app.