

Disaster and Emergency Assistance Procedures

If the Governor of Florida, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in our geographic area, American Health Advantage of Florida (HMO I-SNP) will implement procedures to ensure that, to the extent reasonably possible, affected Members will be able to continue accessing American Health Advantage of Florida covered benefits and services.

You live in an area affected by a disaster or emergency, if one of these has happened:

- The President has declared it an emergency or disaster. Visit the Federal Emergency Management Agency at <https://www.fema.gov/>, or call 1-800-621-FEMA (1-800-621-3362) to see if your area is affected. TTY users can call 1-800-462-7585. A complete listing of the areas impacted by this major disaster and emergency declaration can be found on the Federal Emergency Management Agency's (FEMA's) web site at: <https://www.fema.gov/disaster/declarations>.
- The Governor of Florida has declared an emergency or disaster. To find out if your area is affected visit the following website: <https://www.floridadisaster.org/>
- The Secretary of HHS has declared a public health emergency. To find out if your area is affected by a public health emergency visit: <https://www.phe.gov/about/pages/default.aspx>, or call 1-800-MEDICARE (1-800-633-4227) 24 hours per day/7 days per week to find out if your area is affected. TTY users can call 1-877-486-2048.

American Health Advantage of Florida (HMO I-SNP) may voluntarily implement all or portions of the following disaster and emergency procedures, at its discretion:

- We will help you find care if your network physician's office or other treating network providers have been forced to close due to a disaster. Urgent care centers and walk-in clinics can handle many minor injuries and conditions. If it is determined that there are no network physicians or other network providers available, we may cover needed care at an out-of-network physician office or other out-of-network provider facility as in-network and we may waive normal requirements, such as the need to obtain prior authorization for some services, if it is determined that network physicians and other network providers are unable to follow normal processes during this time of disaster. (NOTE: For Parts A and B medical services and items benefits, the out-of-network facility must be Medicare-certified);
- We will temporarily allow you to refill Part D prescription drugs early to replace Part D prescription drugs that were lost, damaged, or left behind during your evacuation from an area declared a disaster. In addition, if your mail-order Part D prescription drug order was impacted, you may be able to obtain your Part D covered prescription drug refills at a local network pharmacy. If your Part D prescription drug cannot be refilled because the prescription is expired, Member Services can help you find a network provider or urgent care center where you can get a new prescription, if needed. We may temporarily allow maximum extended day supply, if requested and available at the time of your Part D prescription drug refill.
- If your Member ID card is lost or damaged, as a result of a disaster or emergency, please call Member Services at the number provided below to request a replacement Member ID card.

- We will waive the 30-day Member notification of changes (such as in-network cost-sharing at out-of-network providers and waiving prior authorization), provided that all the changes benefit the Member.
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American Health Advantage of Florida will continue to operate under its disaster and emergency procedures until the later of:

- the date it receives notice that the emergency or disaster declaration is no longer in effect; or
- 30 days from the date the emergency or disaster was initially declared;
- At the end of the disaster or emergency American Health Advantage of Florida will resume normal operations.

Other Helpful Tips

- For an emergency situation you should go directly to the nearest hospital or call 911.
- For non-emergency care needs, you can call Member Services at the number provided below to locate a network provider, network pharmacy or for assistance with locating out-of-network providers.
- When arriving at the doctor's office or hospital, you will need to present your Member Identification (ID) card.

Other Resources

- Medicare Getting Medical Care & Prescription Drugs in a Disaster or Emergency Area at: <https://www.medicare.gov/Pubs/pdf/11377-Care-Drugs-Disaster-Emergency.pdf>
- American Red Cross at: <https://www.redcross.org/get-help.html>
- Contact Social Security if you temporarily or permanently change your address. Visit Social Security online at <https://www.ssa.gov/>, or by calling 1-800-772-1213. TTY users can call 1-800-325-0778.
- Contact Serving Health Insurance Needs of Elders (SHINE) the State Health Insurance Assistance Program (SHIP) in Florida for free personalized health insurance counseling by calling 1-800-963-5337 (TTY 1-800-955-8770) or visit <https://www.floridashine.org/>

Contact American Health Advantage of Florida Member Services toll-free at 1-855-521-0626 (TTY/TDD 833-312-0046). Our hours of operation are 8 a.m. to 8 p.m., seven days per week from October 1 through March 31; 8 a.m. to 8 p.m., Monday through Friday from April 1 through September 30, or visit us at fl.AmHealthPlans.com

American Health Advantage of Florida, offered by American Health Plan of Florida, Inc., is a Health Maintenance Organization with a Medicare contract. Enrollment in American Health Advantage of Florida depends on contract renewal.