

Your health and wellbeing are important to us. That is why we are sharing this important information with you to ensure uninterrupted access to your health plan benefits and services.

AvMed anticipates that all of our departments and teams will continue to be available to our Members before, during and post-storm. **Our Member Engagement Center will be fully operational to assist you, call 1-800-882-8633 (TTY 711) for any needs during our normal operating hours: Monday-Friday 8 am- 8pm; Saturday 9 am-1pm.**

Below is information about prescriptions, prior authorizations, home health care, medical equipment and supplies and important phone numbers to help you weather the storm:

- **Prescription Coverage:** The Governor of the State of Florida has declared a state of emergency for affected counties until October 25, 2023, or until stated by the governor of Florida. Please refer to <https://www.floridadisaster.org/> to review counties currently under the State of Emergency. To help Members in affected areas, the following accommodations are available:
  - You may obtain an early refill (30-day supply) of your medication immediately, regardless of how many doses you have remaining. This excludes controlled substances.
  - You may obtain a one-time emergency fill of a 10-day supply of your medication.
  - If you are taking a specialty medication, CVS may contact you to discuss alternate delivery arrangements, if needed. The use of courier services will be engaged as necessary.
- **Prior Authorization:** Urgent/Emergent services **DO NOT** require authorization. For procedures on the prior authorization list, AvMed will review up to 5 (five) days after the procedure for medical necessity.
  - For Medicare Members residing in Orange, Seminole and Osceola counties, referral requirements from PCP to Specialists have been removed. Additionally, you may access non-contracted Medicare facilities for covered benefits with the same cost-share as plan-contracted facilities.
- **Home Health Care, Medical Equipment or Medical Supplies:** For Medical Equipment (e.g., oxygen tank refills) or Medical Supplies (e.g., ostomy care, wound care, or bladder control), please contact:
  - **Integrated Home Care Solutions (IHCS)** at 1-844-215-4264 for all Florida counties with the exception of Hillsborough, Pinellas, Polk, Pasco and Hernando Counties.
  - **BayCare** at 1-800- 940-5151 for Hillsborough, Pinellas, Polk, Pasco and Hernando counties.



**IMPORTANT NUMBERS:**

**Group Members:** 1-800-882-8633 (TTY 711)

**Individual Health Members:** 1-800-477-8768 (TTY 711)

**Medicare Members:** 1-800-782-8633 (TTY 711)

**Nurse On Call:** 1-888-866-5432

**Behavioral Health:** Our Behavioral Health partner, **Optum**, may be contacted 24/7. Commercial Members call 1-866-293-2689; Medicare Members call: 1-866-284-6989. You can also obtain assistance through the Optum website: [Liveandworkwell.com](https://www.liveandworkwell.com).