



State of Florida Members

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 1-888-762-8633 (TTY 711) for any needs during our normal operating hours: Monday-Friday 8 am- 8pm; Saturday 9 am-1pm.**

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

- **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.
- **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. Contact **BayCare** at 1-800- 940-5151 for Hillsborough, Pinellas, Polk, Pasco and Hernando counties.

IMPORTANT NUMBERS:

Nurse On Call: 1-888-866-5432

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