

# Getting Care during a Disaster or Emergency

If you're a Medicare Advantage, SecureBlue or Platinum Blue (Cost) member and have been affected by a disaster or emergency declaration issued by the President of the United States, a state governor, the mayor of a municipality or the chair of a county board of commissioners or an announcement of a public health emergency by the Secretary of Health and Human Services in your geographic area, then the following will apply:

1. Part A and Part B and supplemental Part C plan benefits are provided at specified non-contracted Medicare-certified facilities.
2. Where applicable, requirements for referrals or prior authorizations are waived in full;
3. Plan-approved out-of-network cost-sharing amounts are temporarily reduced; and
4. The 30-day notification requirement to members is waived, as long as the changes (such as reduction or cost-sharing and waiving authorization) benefit the member.
5. At all times, and especially during a disaster and/or public health emergency situations, Blue Cross Blue Shield of Minnesota and Blue Plus (BCBSMN) will ensure that you have adequate access to covered Part D drugs (if your Part D is through BCBSMN) and dispensed at out-of-network pharmacies if you're unable to obtain covered Part D drugs at a network pharmacy. If requested and available at the time of refill, BCBSMN will allow an affected member to obtain the maximum extended day supply.

## Enrollment and Disenrollment

A Special Enrollment Period (SEP) exists for beneficiaries affected by the disaster or emergency who were unable to and did not make an election during another valid election period, like the Annual Enrollment Period (AEP). This includes both enrollment and disenrollment elections. The SEP applies to all individuals who reside, or resided at the start of the emergency period, in an area for which the Federal Emergency Management Agency (FEMA) has declared an emergency or a major disaster. In addition, the SEP is available to those individuals who do not live in the affected areas but rely on help making healthcare decisions from friends or family members who live in the affected areas.

## When the Disaster Ends

Typically, the source that declared the disaster will clarify when the disaster or emergency is over

## Important Phone Numbers

Platinum Blue (Cost) Customer Service: 1-866-340-8654, TTY 711

Medicare Advantage Customer Service: 1-800-711-9865, TTY 711

SecureBlue Member Services: 1-888-740-6013, TTY 711

Platinum Blue and Medicare Advantage hours of operation are 8 a.m. to 8 p.m. Central Time. We are available seven days a week October 1 through March 31 and available Monday through Friday the rest of the year.

SecureBlue hours of operation are 8 a.m. to 8 p.m. Central Time, seven days a week (except Thanksgiving and Christmas) from October 1 through March 31, and Monday to Friday (except holidays) from April 1 through September 30. This call is free.