

How to Get Medical Care or Prescription Drugs During a Declared Emergency or Disaster*

Getting Medical Care

During a declared emergency or disaster, you can seek care from any health care provider or hospital that is contracted with Medicare, and you will pay in-network copays or coinsurance. This is true even if you see a provider outside of ATRIO's network, and even if your health care need is not an emergency.

ATRIO Health Plans will not require you to get prior authorization before seeing an out-of-network provider.

If the event impacts our ability to process your reimbursement requests in the usual time frame, we will notify you of a delay.

Getting Medications

If you have prescription drug coverage from ATRIO and you are not able to go to your usual pharmacy or another network pharmacy, you may go to an out-of-network pharmacy. If you are charged more than what you would pay at a network pharmacy, ask us to pay you back for the difference in cost. See Chapter 2, Section 1 in your Evidence of Coverage for information on how to submit a payment request.

ATRIO will waive prior authorization and step therapy requirements during the emergency. ATRIO will also allow you to get refills early. You may be able to get up to a 90-day supply of a refillable prescription, if requested and available at the time of the refill. Call ATRIO Customer Service at 1-877-672-8620 (TTY 711) if you think you will not be home for a long time and want to get a long-term supply of drugs.

Contacts

If you have questions or concerns about your coverage during an emergency or disaster, please call ATRIO Customer Service at 1-877-672-8620 (TTY 711). Hours of operation are 8 a.m. to 8 p.m. local time, every day, from October 1 to March 31, and 8 a.m. to 8 p.m. local time, Monday to Friday, from April 1 to September 30.

To find out the status of a disaster, please visit www.fema.gov/disasters or www.phe.gov/emergency/pages/default.aspx.

For more information about Medicare Advantage health and drug coverage during a disaster or emergency, go to www.medicare.gov/what-medicare-covers/getting-care-drugs-in-disasters-or-emergencies.

*A **declared emergency or disaster** means a Presidential major disaster or emergency declaration is issued; the Secretary of Health and Human Services declares a public health emergency; or the Governor declares an emergency or disaster.