Getting Care During a Disaster

In the event of a Presidential emergency, a major disaster declaration, a declaration of emergency or disaster by the Governor, or an announcement of public health emergency by the Secretary of Health and Human Services, Blue Advantage shall provide access to Part A and Part B (Part C) benefits and to Part D drugs consistent with CMS guidance.

Blue Advantage shall waive prior authorization requirements for members in the affected areas when obtaining Part C medical services and shall reduce any cost sharing to the in-network rate for out-of-network access. This shall apply to those members who are residing or located in the affected "emergency areas" during the duration of the emergency declaration.

Blue Advantage, to the greatest extent possible, will provide outreach to members in affected "emergency areas" to assist them in medical access and answer questions from non-network providers for the duration of the emergency declaration.

Blue Advantage shall guarantee immediate refills of Part D medications for those members located in affected "emergency areas" and for those members residing in the affected "emergency areas", the "refill too soon" edits shall be removed for the duration of the emergency declaration. Access to Part D drugs shall be available at out-of-network pharmacies when members cannot reasonably obtain them at an in-network pharmacy.

Blue Advantage shall resume normal operations 30 days from initial declaration unless otherwise advised by the source of the emergency deceleration or the Centers for Medicare and Medicaid Services (CMS), but shall continue to work closely with all members who continue to be displaced or affected by the disaster or emergency.

If you need any help, please call Blue Advantage Customer Service toll-free at 1-866-508-7145. TTY users should call 711. Our phone lines are open 8 a.m. to 8 p.m., 7 days a week from October -March and 8 a.m. to 8 p.m., Monday - Friday from April - September. You may also visit our website anytime at *www.lablue.com/blueadvantage*.

Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross Blue Shield Association.