

Hurricane Dorian provider frequently asked questions

Q: Can my patients refill their prescriptions early?

A: Yes, we received the governor's state of emergency announcement for regions 4, 5 and 7, and all medication refill requirements have been waived until further notice.

Q: How is Magellan Complete Care helping members who receive prescriptions in the mail?

A: Magellan Complete Care has been reaching out to clients who use our mail-order pharmacy to make sure they are prepared.

Q: Will Magellan Complete Care waive requirements for prior authorizations for covered services?

A: Magellan Complete Care will be suspending all authorization requirements needed for all services that are rendered until 12:00 a.m. midnight Monday, September 9, 2019. All retro authorizations submitted as a result of the state of emergency will be reviewed and appropriately approved by the Utilization Management department after the emergency has passed.

Q: How long will requirements for prescription refills and prior authorizations be waived?

A: Prior authorizations are until 12:00 a.m. midnight Monday, September 9, 2019. We do not know how long requirements for prescription refills will be waived yet.

Q: Has Magellan Complete Care provided any outreach to members?

A: Yes, we have. Our Care Coordinators have been contacting members directly to give them information about hurricane preparedness. Members can also access a hurricane guide on the landing page of MCCofFL.com.

Q: How is Magellan Complete Care assisting pregnant members?

A: Our maternity Care Coordinators are contacting all pregnant members to provide help and give them important information.

Q: How is Magellan Complete Care helping high-risk members?

A: Magellan Complete Care is doing everything that we can to help high-risk members with emergency preparations. We are:

- Contacting all high-risk members to make sure they refill their medications and any critical needs are addressed.
- Encouraging members who are using electrical medical equipment to evacuate their homes and go to a shelter if they don't have a reliable electrical source.

- Informing members with critical needs where the nearest emergency department is located in case they have an emergency.
- Assisting with transportation to shelters or other appropriate facilities.
- Contacting members to help them with emergency preparations.

Q: Will members who require dialysis receive assistance from Magellan Complete Care?

A: Yes, provider support specialists are contacting dialysis providers to make sure they have plans in place for their patients. Care Coordinators are also working with members and providers to make sure members have access to dialysis facilities.

Q: What support is available for members who need chemotherapy?

A: Our Care Coordinators are contacting members receiving chemotherapy to make sure they have contacted their provider regarding their therapy. We will also reach out to providers (if needed) to assist in coordinating the members care.

Q: Will the call center close during the storm?

A: No. We will remain open during our standard operating hours.

Q: Are there resources available for members who may need help before, during or after the storm?

A: Yes, we have opened our 24-hour crisis hotline to individuals impacted by Hurricane Dorian. The hotline can be used for counseling services and/or referrals to local community resources. Both the counseling services and referrals to local community resources are free of charge. Counseling services are also confidential. The toll-free number is 1-800-327-7451.

Q: My office will be closed during the storm. What else can I do to make sure that my patients don't show up during the days that my office will be closed?

A: If you are a service provider who is closing, please ensure members cancel any scheduled transportation with Veyo for the days that apply.