

# URGENT: RESOURCES FOR THOSE IMPACTED BY HURRICANE FLORENCE

The following health and wellness resources are available to those impacted by Hurricane Florence.

## **Behavioral Health:**

An emotional support hotline is available, free of charge, regardless of behavioral health plan membership. It provides access to specially-trained mental health specialists.

United Behavioral Health/Optum: **1-866-342-6892 (toll free) 24 hours a day, 7 days a week**

## **Prescription Drugs:**

If you don't have your medication(s) with you, prescriptions are available to you at any retail pharmacy. Simply show your Express Scripts ID card, or if your ID card is unavailable, call the number below. For members with home delivery orders in impacted areas, UPS shipments will be held at the member's local post office for pickup if delivery to the home is not possible.

Accredo and Express Scripts: **1-800-842-0070 (toll free) 24 hours a day, 7 days a week**


## **Vision:**

If you've lost, broken or damaged your eyewear, emergency (temporary) replacement glasses can be sent to you, at no cost, with overnight shipping (must call by 2:30 p.m. ET on weekdays for same-day processing). Or, if you prefer to order permanent replacement glasses or contacts, expedited shipping is available.

EyeMed: **1-866-652-0018 (toll free) Mon-Fri 7:30a.m.-11p.m. ET; Sat 8a.m.-11p.m. ET; Sun 11a.m.-11p.m. ET**

## **Medical Care and more:**

Telemedicine services are available to any resident of an evacuation zone, regardless of health plan membership. Individuals can request a call from a doctor, free of charge, to handle non-emergency medical problems via specific contact information below.

Teladoc: **1-855-756-8708 (toll free) 24 hours a day, 7 days a week**, or for more information visit <https://www.teladoc.com/florence/>  (<https://www.teladoc.com/florence/>)

Free telephone access to registered nurses is available 24 hours a day, 7 days a week regardless of health plan membership.

Railroad HEALTHLINK: **1-866-735-5685 (toll free) 24 hours a day, 7 days a week**

Help finding care, behavioral health support, and assistance with finding available shelters and government resources, and other services are available through Aetna's Resources for Living, regardless of health plan membership to people in Georgia, Maryland, North Carolina, South Carolina, Virginia and Washington, D.C.

Aetna: **1-833-327-2386 (toll free) 24 hours a day, 7 days a week**

For those who reside in areas where States of Emergency have been declared, waivers have been put in place for Medical Authorization Requirements, Claims Timely Filing, and Paying Out-of-Network Claims as In-Network.

Highmark/Blue Cross Blue Shield: **1-866-267-3320 (toll free) Mon-Fri 8a.m.-8p.m. ET**

Free telephone access to registered nurses is available 24 hours a day, 7 days a week regardless of health plan membership. Help finding health care services is available through the toll-free phone number, and in-network rates will be available even if members are not able to see an in-network provider.

UnitedHealthcare: **1-866-735-5685 (toll free) 24 hours a day, 7 days a week**

Information is available to monitor and prepare for the storm. Experts are available to help: locate in-network providers in a new area, find facilities that will be able to provide temporary assistance, transfer medical records and prescriptions, get a short supply of medications if prescriptions have been lost, coordinate care between insurance company and medical providers, answer benefit and treatment questions and help with elderly parents.

HealthAdvocate: **1-866-799-2690 (toll free) 24 hours a day, 7 days a week**

**Dental:**

Members affected by the hurricane who need care or other assistance can access Aetna.

Aetna Dental: **1-877-238-6200 (toll free) Mon-Fri 8a.m.-6p.m. ET**