



Support for those affected by Hurricane Helene

UnitedHealthcare Extends Service

September 26, 2024

The devastation caused by Hurricane Helene has had a profound impact on an individual's access to health care services in their community. Our priority is making sure that everyone impacted has immediate and easy access to the care they need.

In compliance with CMS provisions, UnitedHealthcare has taken the following actions as part of its commitment to helping Group Retiree members, customers, care providers, and employees in the areas impacted by Hurricane Helene, including:

- Florida: Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Saint Johns, Santa Rosa, Sarasota, Seminole, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington
- Georgia: Statewide
- North Carolina: Statewide
- South Carolina: Statewide
- **Access to Care:** Members who may have been displaced from their homes or whose network provider or medical facility is inaccessible can access care anywhere, as needed and it will be covered at their in-network benefit level.

For Florida, UnitedHealthcare is also:

- Providing flexibility around facility-to-facility transfers and admission or transfer to skilled nursing facilities (SNFs)
- **Prescription Medications:** Members who need help obtaining early prescription refills may work with their pharmacy who can obtain an override on their behalf, or they can contact the Customer Care number on the back of their ID card. For mail-order delivery service to affected areas or any other questions related to their prescriptions, members can contact the pharmacy number on the back of their ID card and discuss their situation for assistance, obtaining a local supply, if necessary, and more.
- **For Additional Assistance:** Members can call the Customer Care number on the back of their medical ID card, if they need additional assistance. If they have misplaced their medical ID card, they can call 866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday, or visit retiree.uhc.com to request a new ID card and print a temporary ID card to use while waiting for their new ID card to arrive.

We will continue to review the need to offer this support.

Help For the broader community:

- **Free Help Line:** Optum is offering a free emotional-support help line to affected individuals. The toll-free number is 866-447-3573. This line will be open Monday – Friday from 8 a.m. – 8 p.m. CST for two weeks from the date of the event. The service is free of charge and open to anyone. Callers may also receive referrals to community resources. Along with the toll-free help line, emotional-support

resources and information are available online at www.liveandworkwell.com.

Our thoughts go out to all those affected. We will continue to monitor this situation closely.