



Help for those affected by Hurricane Helene

September 25, 2024

As Hurricane Helene hits, Anthem is prepared for members who may be impacted by the storm. Anthem will make sure they have immediate and easy access to the care they need.

Anthem will take the following actions as part of its commitment to help SHBP active and retired members in the areas impacted.

- **Access to Care:** Members who may be 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.
- **Medications:** Where applicable, we will approve early refills on medications to help assist members affected. Members may call the Customer Service line on the back of their ID card for assistance.
- **For Additional Assistance:** Members can call Anthem's Member Services team if they need additional assistance with their benefits and care options. If they have misplaced their ID card, they can call the applicable Customer Service number below to request a new one.
 - **Anthem Active members:** 855-641-4862, 8 a.m. to 8 p.m. ET Monday to Friday
 - **Anthem Medicare Advantage members:** 855-322-7062, 8 a.m. to 8 p.m. ET Monday to Friday

Members can also login to our Sydney Health mobile app and download a temporary ID card to use while waiting for their new ID card to arrive.

Our thoughts go out to all those in the path of Hurricane Helene. We will continue to monitor this situation closely and review the need to extend this support.