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| **Support for those affected by recent tornadoes**UnitedHealthcare is taking the following actions to help those affected by severe weather.Our priority is making sure people have immediate and easy access to the care they need while supporting you and your practice.These measures are effective for those enrolled in UnitedHealthcare® Medicare Advantage and Individual and Group Market fully insured health plans, unless otherwise noted. Dates subject to change. Measures for UnitedHealthcare Community Plan of Kentucky (Medicaid) members may be different than those listed. We’ll follow state direction and guidance.**Kentucky, as noted, effective for dates of service from Dec. 11 through Dec. 27, 2021 or as noted:** Breckinridge, Bullitt, Caldwell, Fulton, Graves, Grayson, Hickman, Hopkins, Lyon, Marshall, Meade, Muhlenberg, Ohio, Shelby, Spencer, Taylor, and Warren Counties* **Accessing care out of network:** Members who may have been displaced from their homes or whose network health care professional or medical facility is inaccessible can call the number on their ID card for assistance. If network care isn’t available, members will be permitted to access out-of-network care, and it will be covered at their in-network coinsurance/copay level.
* **Prior authorization, notification and referrals:** UnitedHealthcare will not apply penalties for failure to request prior authorization, notification and referrals for needed, new medical treatments based on the member’s benefits.
* **Durable medical equipment and supplies:** Members with coverage for durable medical equipment may replace items that may have been lost or damaged because of the tornadoes (includes eyeglasses, dentures and hearing aids). Standard copays and deductibles apply.
* **Early prescription refills:** Members who are affected can also fill existing prescriptions early (1 time, up to a 90-day refill) through direct pharmacy or mail order. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, to get an early refill.
	+ **From Dec. 11 through Jan. 10, 2021:** Medicare Advantage and Individual and Group Market fully insured health plan members statewide
	+ **Beginning Dec. 11 at the direction of the Kentucky Department of Medicaid Services (KDMS):** For UnitedHealthcare Community Plan of Kentucky (Medicaid) members, pharmacy providers can override claims denials for early refills. Please call the MedImpact Pharmacy Help Desk at 800-210-7628 if you have questions.
		- UnitedHealthcare Community Plan of Kentucky members residing in Caldwell, Fulton, Graves, Hancock, Hickman, Hopkins, Lyon, Marshall, Muhlenberg, Ohio and Warren Counties
* **UnitedHealthcare Medicare Advantage members:** For members, we have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements (already in effect during the [**COVID-19 national public health emergency**](https://urldefense.com/v3/__https%3A/click.provideremail.uhc.com/?qs=c48572e4bba55a94d48b56ecf964736ff20185282f9a636f0886e9ec5ac6b8914408d2638d7a082010dae72da5cf2caf4f631fdaff51b6e0__;!!KZd1Y3y2zDCptWw!89QLIxKPnwi6icAQ1V-stsoG_5kDzRPSss1hal3VqUvzR31MtfVEGhKnv6li$)):
	+ Allow Part A and Part B and supplemental Part C plan benefits to be furnished at specified non-contracted facilities (note that Part A and Part B benefits must, per 42 CFR §422.204(b)(3), be furnished at Medicare-certified facilities)
	+ Waive in full requirements for gatekeeper referrals, where applicable
	+ Temporarily reduce plan-approved, out-of-network cost-sharing to in-network cost-sharing amounts
	+ Waive the 30-day notification requirement to enrollees as long as all of the changes (such as reduction of cost sharing and waiving authorization) benefit the enrollee
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| https://image.benefits.unitedhealthcare.com/lib/fe631570726c05787512/m/12/152d24bd-d7cd-49d2-81dd-c0d9ba8c85aa.png | We're here to helpIf you have questions, please call the Provider Services number on the member’s ID card. For the latest updates, visit [**UHCprovider.com/disaster**](https://urldefense.com/v3/__https%3A/click.provideremail.uhc.com/?qs=c48572e4bba55a94d7e9bff95b6a04c12f41fd2966969bc1803220eb83091ab66b3a09d9b558bb57d6f9e88d5488dfb876ea13738e803323__;!!KZd1Y3y2zDCptWw!89QLIxKPnwi6icAQ1V-stsoG_5kDzRPSss1hal3VqUvzR31MtfVEGsyHwB4E$). |

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| \*Affected areas, dates and measures may change. Additional benefits or limitations may apply in some states and under some plans during this time. We will adjudicate benefits in accordance with the member’s health plan. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates. PCA-1-21-04649-UHN-EM\_12162021© 2021 United HealthCare Services, Inc. All Rights Reserved.This is a message from UnitedHealthcare. You are receiving this email because you are either a registered user of [UHCprovider.com](https://urldefense.com/v3/__https%3A/click.provideremail.uhc.com/?qs=c48572e4bba55a940651e8a6e3156c084b6c130b64bb6f44861606b191c2104f71432b7ab368a3cd061996fd529661aafd23d5a01142f890__;!!KZd1Y3y2zDCptWw!89QLIxKPnwi6icAQ1V-stsoG_5kDzRPSss1hal3VqUvzR31MtfVEGhswvJHo$) or have contracted or subscribed to receive email communications from UnitedHealthcare. We respect your right to privacy. Visit our website to read our [Privacy Policy](https://urldefense.com/v3/__https%3A/click.provideremail.uhc.com/?qs=c48572e4bba55a948ef2a47ccba2ee39c5468632764cb47e36dd9f961cb43227e919ae10f3da57726a116ea4366ad3e51cba22ea95d6a3fb__;!!KZd1Y3y2zDCptWw!89QLIxKPnwi6icAQ1V-stsoG_5kDzRPSss1hal3VqUvzR31MtfVEGjInVr-2$) and [Security Notice](https://urldefense.com/v3/__https%3A/click.provideremail.uhc.com/?qs=c48572e4bba55a94b129bd59d6f7536df32795e8b205b68d330156caf2c7a252f33bbbfa82ded6d0b78d6bcda1a5eb307d2fa0e4b2606f64__;!!KZd1Y3y2zDCptWw!89QLIxKPnwi6icAQ1V-stsoG_5kDzRPSss1hal3VqUvzR31MtfVEGmCSQXF1$). To unsubscribe from future email communications or to change your email address, visit our email preferences page. |

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