

Hurricane Helene Updates: Florida

Purpose of this communication:

- To provide information and support to our providers and your patients in relation to challenges caused by Hurricane Helene.

What do I need to do?

Please review the information below:

All Health Plans	
	<ul style="list-style-type: none"> Continue to follow your disaster and business continuity plans to ensure patients have appropriate access to medically necessary care. All Authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.
Florida Blue	
DME	<ul style="list-style-type: none"> Any lost or damaged Durable Medical Equipment (DME) due to Hurricane Helene may be eligible for replacement through special processing for members in the following counties in Florida: Alachua Bay, Bradford, Calhoun, Charlotte, Citrus, Collier, Columbia, Dixie, Escambia, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hernando, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Monroe, Okaloosa, Pasco, Pinellas, Santa Rosa, Sarasota, Sumter, Suwannee, Taylor, Union, Wakulla, Walton, Washington. Submit claims for any replacement DME items required due to Hurricane Helene with an RA modifier to the end of the regular HCPCS/modifier Combination. If you have already submitted a claim for DME items that you have replaced due to Hurricane Helene within the effective dates listed, re-submit using the RA modifier. Patient responsibility will still apply to the replacement DME.
	<p>Effective Date: October 1, 2024</p> <p>Expiration Date: November 30, 2024</p>

Thank you in advance for your cooperation and continued partnership.