

### Hurricane Ian Updates

**Purpose of this communication:**

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

**What do I need to do?**

Please review the information below:

All Health Plans	
<ul style="list-style-type: none"> <li>Continue to follow your disaster and business continuity plans to ensure patients have appropriate access to medically necessary care.</li> <li>All authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.</li> <li>If you were unable to request prior authorization due to Hurricane Ian, CareCentrix will accept retro-authorization requests for services requested to the extent required under applicable law and the Executive Orders issued in connection with Hurricane Ian. If you are unable to submit any such retro-authorization request via our HomeBridge portal, please contact CareCentrix for assistance.</li> </ul>	<p><b>Effective Date:</b> September 26, 2022</p> <p><b>Expiration Date:</b> November 28, 2022</p>

Florida Blue	
DME	<ul style="list-style-type: none"> <li>Any lost or damaged Durable Medical Equipment (DME) due to Hurricane Ian may be eligible for replacement through special processing for members in the following counties in Florida: Charlotte, Collier, DeSoto, Glades, Hardee, Hendry, Highlands, Lee, Manatee, Orange, Osceola, Polk, Sarasota, and Volusia.</li> <li>Submit claims for any replacement DME items required due to Hurricane Ian with an RA modifier to the end of the regular HCPCS/modifier Combination.</li> <li>If you have already submitted a claim for DME items that you have replaced due to Hurricane Ian within the effective dates listed, re-submit using the RA modifier.</li> <li>*Note: Patient responsibility will still apply to replacement DME. Please encourage patients to obtain out-of-pocket (OOP) estimates from the Patient Service Team at 1-800-808-1902 and press 2 for billing questions.</li> </ul>

Thank you in advance for your cooperation and continued partnership.