

# Support for health care professionals affected by wildfires

Our priority is making sure people have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following actions to help those affected by wildfires.

**Benefit plans:** Unless otherwise noted, these measures apply to the following UnitedHealthcare benefit plans: UnitedHealthcare Community Plan (Medicaid), UnitedHealthcare® Medicare Advantage and UnitedHealthcare commercial plans.

**Regulatory requirements and guidance:** As applicable, we will follow regulatory requirements or guidance if it differs from these provisions.

**Hawaii and Maui Counties, effective for dates of service from Aug. 8—Oct. 17, 2023, or as noted:**

- **Prior authorization, notification and referrals:** UnitedHealthcare will not apply penalties for failure to request prior authorization for certain needed DME or levels of care based on the member's benefits (effective statewide Aug. 8—Aug. 31, 2023):
  - Skilled nursing facility level of care
  - Oxygen, CPAP, BiPAP and nebulizer DME
  - Hospital-to-hospital transfer
- **Timely filing for claims and appeals:** We're extending filing deadlines for claims, including appeals, during the noted effective period.
- **Early prescription refills:** Members statewide who are affected can obtain early refills of existing prescriptions through direct pharmacy or mail order. Early refills will be limited to 1 refill, up to a 30-day supply, for each existing prescription. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, to get an early refill.
  - Hawaii statewide, Aug. 8—Aug. 31, 2023
- **UnitedHealthcare Medicare Advantage members:** For members, we have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements (Hawaii and Maui Counties Aug. 8—Nov. 16, 2023):
  - Any gatekeeper referral requirements are waived
    - Gatekeeper is defined as the primary care physician; post-acute care prior auth is still required
  - All plan medical benefits may be obtained at out-of-network providers, at in-network cost-sharing amounts (note, Medicare Part A and B benefits must be obtained from Medicare-eligible providers)

If you have questions, please call the Provider Services number on the member's ID card.

For the latest updates, visit [UHCprovider.com/disaster](https://UHCprovider.com/disaster).

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.

