

Disaster and Emergency Declarations

Arkansas Blue Cross and Blue Shield wants to ensure continued access to care for our Medicare Advantage and Rx members in the event of a natural or federal disaster or a declared state of emergency. Information related to the emergency will be posted on this website.

Arkansas Blue Cross is prepared to follow all applicable CMS guidance regarding pharmacy and provider access during a Federal Disaster or other Public Health Emergency Declaration. We will coordinate with other organizations as necessary to ensure processes are in place to follow CMS guidance regarding pharmacy and provider access for our members during a Federal Disaster or other Public Health Emergency Declaration. We will provide members with the assistance and access needed during these declarations.

During a disaster or catastrophic event, Arkansas Blue Cross will work with the Department of Health and Human Services through its established website (<http://www.hhs.gov/>) and the CMS website (<http://www.cms.hhs.gov/>) for detailed guidance and requirements for Medicare Advantage plans, including timeframes associated with those requirements and responsibilities.

In the event of a Presidential emergency declaration, a Presidential (major) disaster declaration, a declaration of emergency or disaster by a Governor, or an announcement of a public health emergency by the Secretary of Health and Human Services, we will work to implement processes that allow our members to get the services needed. We will:

- Allow Part C plan benefits to be furnished at specified non-contracted 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 for benefit changes to enrollees as long as all the changes (such as reduction of cost-sharing and waiving authorization) benefit the enrollee.
- Lift our “refill-too-soon” edits for covered Part D drugs to provide access to Part D drugs at the point-of-sale.
- Allow an affected enrollee to obtain the maximum extended day supply, if requested and available at the time of refill.

Information will be provided to members through this website.