

Blue Cross® Blue Shield® of Arizona Advantage (HMO) Emergency Information

Blue Cross Blue Shield of Arizona Advantage (BCBSAZ Advantage) has you covered if the Governor, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or state of emergency in our plan's service area.

We understand that a declared disaster or emergency could disrupt the way you normally get covered services. That is why we will ensure that you continue to have access to covered services during the time period of the disaster or emergency.

If you are affected by a declared state of disaster or state of emergency, the plan will:

- Permit our members to receive coverage for plan benefits at non-network facilities or with non-network providers, at the same cost-sharing as a member would pay using a network provider/facility. Facilities and providers must be Medicare certified.
- Waive any referral requirements. If your plan normally requires a PCP referral for specialist services, we will waive all referral requirements during a declared state of disaster or state of emergency.
- Waive applicable medical prior authorization requirements in full.
- Allow members who have Part D coverage to fill their prescriptions at a non-network pharmacy. We will waive the one-time fill restriction should the state of disaster or state of emergency exceed one month. You will pay the normal out-of-network differential cost in addition to your designated copay or coinsurance.
- Permit members to refill prescription medications even if it is too soon for a refill. We will also override prior authorization, step therapy and quantity limit restrictions for up to 90 days or until the declared state of disaster or state of emergency ends.

Your expanded access to non-network providers and facilities will end when one of the following conditions are met:

- If thirty days have elapsed since the declaration of the public health emergency or state of disaster, and no end date was identified by the original source or the Centers for Medicare and Medicaid Services (CMS), it will be considered the end of the disaster.
- The source that declared the public health emergency or state of disaster declares an end.
- CMS declares an end of the public health emergency or state of disaster.

Blue Cross Blue Shield of Arizona Advantage is an HMO plan with a Medicare contract. Enrollment in Blue Cross Blue Shield of Arizona Advantage depends on contract renewal.

Member Services can be contacted toll-free at 1-800-446-8331. TTY/TDD users should call 711. We are available from 8:00 a.m. to 8:00 p.m., Monday - Friday from February 15 to September 30; and 7 days a week from October 1 to February 14. El departamento de servicio al cliente puede ser contactado al número gratuito 1-800-446-8331. Los usuarios de TTY/TDD deben llamar al 711. Estamos disponibles de 8:00 a.m. a 8:00 p.m., lunes a Viernes desde el 15 de febrero hasta el 30 de septiembre; y los 7 días de la semana desde el 1 de octubre hasta el 14 de febrero. This information is available for free in another language. If you have special needs, this document may be available in other formats.

Blue Cross Blue Shield of Arizona Advantage (BCBSAZ Advantage) does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified interpreters and written information in other formats such as large print and accessible electronic formats. We also provide free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages. If you need these services call 1-800-446-8331. If you believe that BCBSAZ Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the BCBSAZ Advantage Civil Rights Coordinator by mail, phone, fax or email at:

P.O. Box 82368
Phoenix, AZ 85071-2368

Phone: 602-427-2250
TTY: 711
Fax: 480-684-7580
Email: azblueadvantagecompliance@azbluemedicare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F
HHH Building
Washington, DC 20201

Phone: 1-800-368-1019
TTY: 1-800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

