

For your Florida and Georgia members:

We're making temporary changes to health plan benefits to provide relief and ensure healthcare access for our members who are impacted by Hurricane Helene.

The changes are in effect between September 24 and October 24, 2024, for residents of the entire state of Georgia and the following Florida counties:

Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Holmes, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, and Washington

The changes also apply to emergency responders who have been activated to the impacted area by their state or local agency, but who do not live in the impacted area.

For assistance during this emergency, please call us at 833-285-4030

We want to help make sure you have access to the healthcare you need. We can help with finding available doctors, refilling prescription drugs, and other health plan questions. We're available by phone Monday through Friday, 8 a.m. to 6 p.m. ET.

Receiving care during the emergency

- You can receive care from any doctor or hospital, even if they are not in your plan's network. We will cover the claims as if they are in your plan's network.
- If your doctor's office or healthcare facility is closed because of the emergency, or if you are unable to travel there, call us at 833-285-4030. We can help you find another doctor or hospital.
- If you're in a care management program and need to reach them, call 833-285-4030.

Prescription drug refills

- If your Anthem plan covers your prescription medicines, you can receive up to a 30-day emergency refill at any pharmacy now, even if it's not in your plan's network.
- If you use Anthem's home delivery pharmacy and your address changed, call us at 833-285-4030 so we can make sure to send your medicine to the right place.

Preapprovals or referrals for care

- You have more time to request them. There won't be any late fees. Call 833-285-4030 if you need an extension.

The time period for these relaxed guidelines may change based on the conditions.

These changes are for impacted members who live in Georgia and Florida and have Anthem group health plans through their employers, or Anthem individual and family plans. They do not apply to Medicaid, Medicare, Medicare Part D, Medicare Advantage, Federal Employee Health Benefit Plans, or fully insured trust funds. These plans have their own guidelines.

If you need additional support, please call us at 833-285-4030.

Thank you!

[Anthem Blue Cross and Blue Shield](#)
