

Hurricane Dorian provider frequently asked questions

Q: Can my patients refill their prescriptions early?

A: Yes, we received the governor's state of emergency announcement, and all medication refill requirements have been waived. We are encouraging members to fill their prescriptions in advance of Hurricane Dorian making landfall.

Q: How is Magellan Complete Care of Virginia (MCC of VA) helping members who receive prescriptions in the mail?

A: MCC of VA has been reaching out to clients who use our mail-order pharmacy to make sure they are prepared.

Q: Will MCC of VA waive requirements for prior authorizations for covered services?

A: MCC of VA will be suspending all authorization requirements needed for services that are rendered during the state of emergency in Southeastern and coastal Virginia. During the state of emergency, we will waive any requirements for:

- Prior authorization
- Referrals
- Notification of hospital admissions
- Medical necessity reviews for life-sustaining medical equipment, supplies, and services that you need

This includes out-of-network services needed to get needed emergency and non-emergency health services.

All retro authorizations submitted as a result of the state of emergency will be reviewed and appropriately approved by the Utilization Management department after the emergency has passed.

Q: How long will requirements for prescription refills and prior authorizations be waived?

A: Requirements for prescription refills and prior authorizations will be waived during the state of emergency in Southeastern and coastal Virginia.

Q: Has MCC of VA provided any outreach to members?

A: Yes, we have. Our Care Coordinators have been contacting members directly to give them information about hurricane preparedness. Members can also access a hurricane guide on the landing page of www.MCCofVA.com.

Q: How is MCC of VA helping high-risk members?

A: Our Care Coordination team is contacting members to help them with emergency preparations. We are contacting all high-risk members to make sure they refill their medications and any critical needs are addressed. We are encouraging members who are using electrical medical equipment to evacuate their homes and go to a shelter if they don't have a reliable electrical source. We are also informing members with critical needs where the nearest emergency department is located in case they have an emergency. We are also assisting with transportation to shelters or other appropriate facilities.

Q: How is MCC of VA assisting pregnant members?

A: Our maternity Care Coordinators are contacting all pregnant members to provide help and give them important information.

Q: Will members who require dialysis receive assistance from MCC of VA?

A: Yes, provider support specialists are contacting dialysis providers to make sure they have plans in place for their patients. Care Coordinators are also working with members and providers to make sure members have access to dialysis facilities.

Q: What support is available for members who need chemotherapy?

A: Our Care Coordinators are contacting members receiving chemotherapy to make sure they have contacted their provider regarding their therapy. We will also reach out to providers (if needed) to assist in coordinating the members care.

Q: Will the call center close during the storm?

A: No. We will remain open during our standard operating hours.

Q: Are there resources available for members who may need help before, during or after the storm?

A: Yes, we have opened our 24-hour crisis hotline to individuals impacted by Hurricane Dorian. The hotline can be used for counseling services and/or referrals to local community resources. Both the counseling services and referrals to local community resources are free of charge. Counseling services are also confidential. The toll-free number is 1-800-327-7451.