

Hurricane Dorian member frequently asked questions

Q: Does Magellan Complete Care of Virginia (MCC of VA) have any resources to help me before, during or after the storm?

A: Yes. We want to make sure you get the services and support you need. Visit our website at www.MCCofVA.com. Look for the “Hurricane Dorian alert!” text. This is at the top of the page.

Magellan’s **free** crisis hotline is available to help if you’re affected by the storm. Call 1-800-327-7451 to get:

- Free, private counseling services
- Help finding local non-profit organizations, shelters and other support services

Please visit Ready.gov for help on what to do before, during and after a hurricane. The [Virginia Department of Emergency Management Website](http://VirginiaDepartmentofEmergencyManagementWebsite) can provide you with information, too.

Q: Can I get my medicine refilled early if I need to leave my home because of the storm?

A: Yes. The governor announced a state of emergency. This means that all medicine refill requirements have been waived. Please refill your medicine before the storm arrives.

Q: I get my medicine in the mail. Is there anything I need to do?

A: We have been reaching out to members who use our mail order pharmacy to make sure they’re ready. If you need help and haven’t heard from someone yet, call the number on the back of your Member ID card.

Q: Will I still need to get prior authorizations for covered services during the storm?

A: No. During the state of emergency, we will waive any requirements in Southeastern and coastal Virginia 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.

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

A: We do not know yet. It depends on the storm's impact to the area. The waivers will stay in effect at least as long as there is a state of emergency.

Q: What should I do if I have electric medical equipment and the power goes out?

A: First, make sure you are safe and you have a reliable source of electricity. If you do not, go to a shelter before the storm arrives. If you are worried about losing power, your Care Coordinator can help you find a shelter or facility. Call us at 1-800-424-4524 for Commonwealth Coordinated Care Plus (CCC Plus) or 1-800-424-4518 for Medallion 4.0.

Q: Can I get care from a provider who isn't part of my plan?

A: Yes. Because of the state of emergency for Virginia, you can see providers outside of the plan, as needed.

Q: How long will I be able to get care from a provider who isn't a part of my plan?

A: You can get care from a provider who isn't part of your plan during the state of emergency as needed. When the state of emergency is lifted, your care team will decide if you need care from the same provider.

Q: Can I still get a ride to my appointment?

A: It is likely that rides to non-emergency appointments will be put on hold during the state of emergency. If this happens, you may call to reschedule after the state of emergency is over. To ask about the status of a scheduled trip, please call Veyo at 1-877-790-9472 for CCC Plus or 1-833-273-7416 for Medallion 4.0.

Q: What if I need to leave my home because of the storm?

A: If you need a ride to a shelter, we may be able help. Rides will only be given to a shelter identified by Virginia. The driver will decide whether it is safe enough to travel. Rides will depend on shelter availability, storm impact, and whether the route is clear. We will give rides from the shelter back home only after the state of emergency is over.

Look for shelter as early as you can. We will not be able to give you a ride once it becomes unsafe to travel. Rides will be for the member and one additional passenger.

Q: I'm pregnant. Is there anything I need to do to get ready for the storm?

A: If you're planning to leave your home because of the storm, you should:

- Take at least a two-week supply of all your medicine and prenatal vitamins. Keep your medicine in the original bottles in case you need to refill them later.
- Take any medical supplies or equipment you need.
- Let your doctors know where you'll be and the phone number they can reach you. Make sure to bring your medical records and doctor's phone number.

If you're having difficulty with your pregnancy, talk to your doctor about whether it's safe for you to travel or if you should go to a hospital or shelter.

If you're staying at home, pack the basic items you'll need. This is in case you have to leave your home later. Make a list of all your medicine and prenatal vitamins and place it in a re-sealable plastic bag. Get plenty of water and food so you continue to get the right nutrition and hydration.

Q: Will I be able to get dialysis treatments before, during and after the storm?

A: Care Coordinators are contacting members and their 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 rides to dialysis facilities. If you haven't heard from your Care Coordinator, please call us at 1-800-424-4524 for Commonwealth Coordinated Care Plus (CCC Plus) or 1-800-424-4518 for Medallion 4.0.

Q: Will I be able to get chemotherapy treatments before, during and after the storm?

A: Our Care Coordinators will help you contact your chemotherapy providers. They will make sure your providers have plans in place for your therapy. If you haven't heard from your provider, please call them.

Q: Will the call center be open before, during and after the storm?

A: Yes. Our call center will be open during regular business hours.