



Prescription Assistance During Hurricane Harvey

Pharmacy Resources

Many laws for prescription fills are modified during emergencies such as during Hurricane Harvey. Listed below are contact numbers for insurance companies that may be able to help you with your prescription coverage. You do not need to have a copy of your insurance card.

Steps:

1. Ask if the person has health insurance.
2. If so, ask what health insurer and if possible, pharmacy benefit manager, the person has.
3. Then ask: Do you happen to have your ID card so that we can call the number on the back of the card?
4. If they do not have their ID card, provide instructions for contacting their health insurer or PBM.
5. When calling the number they are going to at least need the name and date of birth for each person with insurance.

● **Aetna**

- > 888-792-3862 or 888-RxAetna

● **Cigna**

- > If you *DO* have health benefits or employee assistance program benefits, call the number on your Cigna I.D. card OR 800-244-6224
- > If you *do NOT* have health benefits or employee assistance program benefits with Cigna, call this special toll free number, 24 hours a day through October 15th. 866-912-1687

● **Express Scripts**

- > 800-282-2881

● **MedImpact**

- > 800-788-2949

● **CVS/Caremark**

- > 1-866-258-4318



- **Humana**
 - > Individual & Family Insurance: 1-800-833-6917
 - > Medicare: 1-800-457-4708 TTY 711
 - > Insurance through Employers: 1-800-448-6262
- **FirstCare:** if you are in one of the [impacted counties](#), FirstCare will:
 - > Authorize payment for necessary emergency and non-emergency services, medical equipment and supplies;
 - > Lift provider network restrictions so members can get necessary health and dental services out-of-network, and extend any claim-filing deadlines as needed;
 - > Authorize payment for up to a 90-day supply of covered prescriptions and/or remove restrictions on refilling too soon.
 - > Coordinate with state regulatory agencies, such as Texas Medicaid, to ensure that members continue to receive services.

Call Monday through Friday, from 8 a.m. to 5 p.m. CT.

- HMO (including TRS) 1-800-884-4901
- PPO 1-800-240-3270
- Marketplace 1-855-572-7238
- Administrative Services 1-888-249-7366
- Medicaid (STAR) 1-800-431-7798
- CHIP 1-877-639-2447
- TTY/TDD (all plans) 1-800-562-5259

- **Prime Therapeutics (PBM for BCBS Texas)**

- > 855.457.0007

- **OptumRx**

- > 800-562-6223

If you use **Medicare Advantage or Part D** plans, you should be eligible to receive a full quantity, early refill at any pharmacy.

You can check to see which pharmacies are open near you at

<https://www.healthcareready.org/rxopen>