

**October 24, 2019**

## **Message to Care N' Care Members Affected by Recent Weather Events**

As a result of weather events that began on Oct. 20, Texas Gov. Greg Abbott has declared a state of emergency in the counties of Cass, Cameron, Collin, Dallas, Ellis, Erath, Hunt, Kaufman, Lamar, Panola, Rains, Rockwall, Rusk, Tarrant, Van Zandt, and Wood.

To ensure our members continue to receive the medical care they need, Care N' Care Health Plan has made important temporary adjustments to our coverage policies and procedures for members living in the affected counties. These include:

- Allowing for the immediate refill of prescriptions, even if they are not yet due to be refilled.
- Access to out-of-network providers. Care N' Care will provide members with the same cost-sharing they would get at an in-network facility.
- Replacement of durable medical equipment or supplies that were lost or damaged during the weather events.

These changes will remain in effect until the governor declares the disaster has ended or when 30 days have passed since the emergency was declared.

Members who have questions about out-of-network coverage limitations, need transportation to a healthcare provider, or have any other questions during the weather emergency, can call Healthcare Concierge.

Our Healthcare Concierge team is ready to help answer any questions.



### **Need Assistance?**

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711), October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.

Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107

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