

August 27, 2020

Message to Care N' Care Members Affected by Hurricane Laura

As a result of weather events that began on August 26, 2020, Texas Gov. Greg Abbott has issued a disaster proclamation for two of the counties in our coverage area, Dallas and Tarrant counties.

To ensure our members continue to receive the medical care they need, Care N' Care Health Plan has made important temporary adjustments to 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.
- Temporarily reducing out-of-network cost-sharing to in-network cost-sharing amounts
- Waiving the requirement for authorization and referrals where applicable
- Reimburse members for Part D medications filled at out of network pharmacies when the Part D medication was not available at an in-network pharmacy
- Allow enrollees to obtain the maximum extended day supply of Part D medication, if requested
- These changes will remain in effect until the governor declares the proclamation has ended or when 30 days have passed since the proclamation was declared.

Care N' Care 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, call your Customer Experience Team. They are ready to help answer any questions.

Questions or Need Assistance?

Contact your Customer Experience Team by phone or email.



Call: 1-877-374-7993 (TTY 711)



Email: yourteam@cnhealthplan.com

October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.

