How To Get Care During Disasters

How Astiva Health Ensures Our Medicare Advantage Members Can Get the Medical Care They Need During Disasters and Emergency

When the US president, governor of California, or secretary of Health and Human Services declares a disaster or a public health emergency, we take action to ensure our Medicare Advantage members in the affected areas can get the medical care they need. We have established a Disaster and Emergency Declaration policy, in accordance with state and federal laws and regulations.

We will:

- Allow Part A/B and supplemental Part C plan benefits to be furnished at specified non-contracted hospitals and medical facilities in accordance with 42 CFR 422.204(b)(3)
- Waive all requirements for authorization and pre-notification referrals
- Temporarily reduce plan-approved out-of-network cost-sharing amounts to in-network cost-sharing amounts
- Permit Part D drugs to be dispensed at out-of-network pharmacies when Part D drugs at a network pharmacy cannot be obtained in accordance with Chapter 5 of the Medicare Prescription Drug
- Lift the "refill-too-soon" rejection that prevents replacing lost medications
- Affected enrollees will be allowed to obtain the maximum extended day supply if requested and available at the time of refill.

All of those changes become effective immediately upon disaster or public health emergency declaration.

Typically, the source that declared the disaster will clarify when the disaster or emergency is effective. However, if the disaster or emergency time frame has not been closed 30 days from the initial declaration, and if CMS has not yet indicated an end date, then Astiva Health will resume normal operations 30 days from the initial declaration.

If Astiva Health is also affected by the disaster and cannot resume operations by the end of the disaster or public health emergency, we will notify the Centers for Medicare and Medicaid Services (CMS) and will provide update on the Astiva Health website, when and if we are able to.