

## Soundpath Health Member Emergency Information

Soundpath Health has you covered if the Governor, the US Secretary of Health and Human Services, or the President of the United States declares a state of disaster or state of emergency in our plan's service area.

We understand that a declared disaster or emergency could disrupt the way you normally get covered services. That is why we will ensure that you continue to have access to covered services during the time period of the disaster or emergency.

### **If you are affected by a declared state of disaster or state of emergency, the Plan will:**

- Permit our Medicare Advantage (Part C) members to receive coverage for plan benefits at non-network facilities or with non-network providers, at the same cost-sharing as a member would pay using a network provider/facility. Facilities and providers must be Medicare certified.
- Waive any referral requirements. If your plan normally requires a PCP referral for specialist services, we will waive all referral requirements during a declared state of disaster or state of emergency.
- Waive applicable medical prior authorization requirements in full.
- Allow members who have Part D coverage to fill their prescriptions at a non-network pharmacy. We will waive the one-time fill restriction should the state of disaster or state of emergency exceed one month. You will pay the normal out-of-network differential cost in addition to your designated copay or coinsurance.
- Permit members to refill prescription medications even if it is too soon for a refill. We will also override prior authorization, step therapy and quantity limit restrictions for up to 90 days or until the declared state of disaster or state of emergency ends.

### **Your expanded access to non-network providers and facilities will end when one of the following conditions are met:**

- If thirty days have elapsed since the declaration of the public health emergency or state of disaster, and no end date was identified by the original source or CMS, it will be considered the end of the disaster.
- The source that declared the public health emergency or state of disaster declares an end.
- The Centers for Medicare and Medicaid Services (CMS) declares an end of the public health emergency or state of disaster.