



## **Aetna Medical Plan Accommodations due to Hurricane Milton**

October 11, 2024

Aetna is making it easier for our insured Team Members in the affected areas to refill prescriptions. They will be making these accommodations for a 30-day emergency period.

### **Team Members don't have to wait for prescriptions**

Aetna has modified the prescription refill policies to meet the prescription drug needs of our members in the affected areas. During the 30-day emergency period:

- Members who left their homes without their medications can refill their prescriptions early.
- Members whose mail-order medications may have been damaged or destroyed are able to get refills (with applicable cost sharing).
- Members whose plans require them to use mail-order for certain medications can fill these prescriptions at a local pharmacy.
- Aetna Specialty Pharmacy has been contacting members in the affected areas who are expecting deliveries, so they can make sure the members are able to receive their medications at their original or an alternative address.
- Aetna Rx Home Delivery is filling orders for the affected areas; however some streets may become blocked or closed. This might prevent both UPS and USPS from making deliveries. Therefore members might be experiencing service delays in those areas. If UPS and USPS are unable to deliver to an address, they will hold the delivery. Members can contact customer service to request alternative delivery sites, or fill their prescriptions at a local pharmacy.

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On October 05, 2024, a Governor's Declaration of Emergency was extended in Florida due to Tropical Storm Milton.

The county impact is: Brevard, Broward, Charlotte, Citrus, Collier, DeSoto, Flagler, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lake, Lee, Manatee, Marion, Martin, Miami-Dade, Monroe, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Volusia, Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Suwannee, Taylor, and Union Counties.

Submission Clarification Code 13 (SCC13) activated for geographies affected by Declaration. Activation of SCC13 override process allows pharmacists to override 'refill too soon' to process an emergency fill of medication (controlled substances excluded). SCC13 is designed to help ensure plan members have quick and easy access to their prescription medications when they are affected by a weather or other emergency, or when they require an early fill of medication for certain common reasons. Functionality is now available that eliminates the need for a pharmacist to contact the Pharmacy Help Desk, or for the member to call Customer Care, to obtain an override in certain situations.