

Hurricane Ida: Anthem Update

Anthem is making temporary changes to health plan benefits to provide relief for members who live in Louisiana and Mississippi and must leave their homes due to the impacts of Hurricane Ida. **The changes are in effect between August 29, 2021, and September 27, 2021.**

If you need assistance during this emergency, please call Anthem at 833-285-4030, weekdays between 8 a.m. and 5 p.m. PT for help with finding available doctors, refilling prescription drugs, or other health plan questions.

If you need healthcare right away:

- You can receive emergency or urgent care from **any** doctor or hospital, even if they are not in your plan's network. Anthem will pay the claims as if they are in your plan's network.
- If your doctor's office or healthcare facility is closed because of the emergency, or if you are unable to travel there, call 833-285-4030 for assistance finding another doctor.
- If you're in a care management program and need to reach them, please call 833-285-4030.

These relaxed guidelines are in effect for members who live in Louisiana or Mississippi and who must temporarily leave their homes due to the impacts of Hurricane Ida.

The time-period for updated support and care may change based on the conditions. Please check the following site for updates: www.anthem.com/blog/member-news/help-for-members-hurricane-ida/

These changes are for members with Anthem group health plans through their employers and Anthem individual and family plans. These changes are **not** for Federal Employee Health Benefit Plan, Medicare Advantage, or Medicare Part D members. Those plans have their own guidelines.