

On March 10, 2020, the Centers for Medicare & Medicaid Services (CMS) issued a notice related to the Declaration of a Public Health Emergency due to the Coronavirus (COVID-19).

AdventHealth Advantage Plans has developed the following policies to ensure that its members have access to their medical and prescription drug benefits in accordance with federal and state regulations while this national and state Public Health Emergency is active:

- AdventHealth Advantage Plans will permit Medicare Parts A, B and supplemental Part C benefits to be provided at facilities that are not contracted with AdventHealth Advantage Plans. (Part A and Part B benefits must be provided at Medicare certified facilities);
- AdventHealth Advantage Plans will temporarily reduce out-of-network cost-sharing to in-network-cost sharing amounts, where applicable;
- AdventHealth Advantage Plans will waive the 30-day notification requirement for benefit changes, if the change benefits the enrollee;
- AdventHealth Advantage Plans will lift the 'Refill Too Soon' restrictions or edits for prescription medications to all members to refill prescriptions in advance of a possible interruption;
- AdventHealth Advantage Plans will also provide payment to pharmacies for at least a 30-day supply of any prescription medication.

If you have any questions regarding this policy or gaining access to care, please contact AdventHealth Advantage Plans Customer Service toll-free at 1.877.535.8278 ((TTY/TDD relay: 1.800.955.8771) weekdays from 8 a.m. to 8 p.m. and Saturdays from 8 a.m. to noon.