

# P R E S S   R E L E A S E

## **ANTHEM BLUE CROSS ADJUSTS HEALTH AND PHARMACY GUIDELINES FOR MEMBERS IN TEXAS AND LOUISIANA AFFECTED BY HURRICANE IKE**

*Free telephonic counseling and a 24-hour Nurse Helpline  
established for impacted members*

**Thousand Oaks** – September 12, 2008 – Anthem Blue Cross, an independent licensee of the Blue Cross Association, today announced revised medical and pharmacy guidelines to help members who are directly impacted by Hurricane Ike. In addition, a 24-hour nurse helpline - 1-866-417-7107 - has been established to assist members.

The revised guidelines will help members who are impacted by hurricane Ike access needed medical care and prescription drugs.

Members affected by the hurricane should seek medical assistance wherever it is available and have their medications refilled at any pharmacy or shipped to them at an alternative address.

In addition, from Sept. 12 through Sept. 19, 2008, for Anthem members evacuating from Texas and Louisiana, all providers caring for affected members will be considered “in-network” providers, and affected members will not be required to satisfy prior authorization, pre-certification or referral requirements during this time.

These revisions apply to affected members living in Texas and Louisiana who are under a mandatory evacuation.

For impacted members, Anthem is:

- Suspending requirements for prior authorization and pre-certification.
- Suspending requirements for authorization or referral from a primary care physician.
- Allowing the affected members to see any physician necessary to provide access to care.
- Paying all claims as in-network, regardless of whether or not the health care provider is in network.
- Suspending early refill limits and shipping prescriptions to members at alternative addresses.
- Suspending utilization management (UM) review of in-hospital cases.

These medical and pharmacy guidelines are effective Sept. 12 through Sept. 19, 2008. At that time, it will be determined if these guidelines need to be extended.

Anthem’s Employee Assistance Program (EAP) is offering free telephonic counseling and referral services for the next 30 days to all members in the areas impacted by the hurricane. Services include access to a resource-rich Web site and telephonic consultations with professional counselors. The EAP program is available 24 hours a

day by calling, toll-free, 1-800-765-4446, or by logging into the EAP member Web site at [www.anthemeap.com](http://www.anthemeap.com) and entering the password "hurricane."

For additional questions, members should call the phone number on the back of their membership card. If they do not have their card, they should call 1-866-417-7107.

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