

Medicare Disaster and Emergency Policy

During a disaster or public health emergency, UCLA Health Medicare Advantage Plan (UHMAP) will act in the best interest of its members. We will follow the Center for Medicare and Medicaid Services (CMS) guidelines and will ensure you have uninterrupted health benefit coverage and access to care.

How to get care during a disaster

If the State Governor, Secretary of the Department of Health and Human Service (HHS), or President of the United States declares a disaster or public health emergency in your service area, UHMAP will:

- Cover Medicare Parts A, B and supplemental Part C plan benefits received at non-contracted facilities
- Provide you with the same cost-sharing at non-contracted facilities as if the benefit was furnished by an in-network provider
- Waive referral requirements, where applicable, for you to go outside the network
- Make changes that benefit you immediately without the 30-day required notice

In the event of a disaster or emergency, we will also post information regarding updates, including access to our health care facilities, on our website.

How to know when a disaster ends

When the disaster or public health emergency has ended, it will be declared in one of the following ways:

- The source that declared the disaster or public health emergency declares an end.
- There is no longer a disruption of access to health care.
- Thirty days have passed since the disaster or public health emergency was declared and no end date was identified.

Once the disaster or public health emergency ends, so will any temporary changes. You will need to use the plan provider network to receive health care services and the standard preauthorization and referral requirements will resume.

UHMAP will notify CMS if we are unable to resume normal operations by the end of a disaster or emergency and will keep you informed on how to receive covered care and prescription drugs.

If you live in an impacted disaster or emergency service area, UHMAP can provide you with information on how you can get care from an out-of-network provider and explain your payment terms and conditions. A copy of this policy is also included in your annual enrollment/re-enrollment package. Call Member Services for more information at toll-free number **1-833-627-8252 (MAP-UCLA)**, October to March: 7 days a week, 8am - 8pm PST. April to September: Monday – Friday, 8am - 8pm PST (except on federal holidays). TTY users can call toll-free TTY number **1-800-735-2929 (711)**.