IMPORTANT INFORMATION REGARDING
Mid-Atlantic Emergency Refill Process
Kaiser Permanente Members

Effective 01/21/2016 12PM EST

In response to the current emergency situation in the Mid-Atlantic region, Kaiser Permanente has approved the following immediate action to ensure continuity of care for members.

If a Mid-Atlantic Kaiser Permanente member indicates that he/she is impacted by the current emergency situation due to **Severe Forecasted Weather**, as an Optum Network Pharmacy, you should:

- Adjudicate prescriptions on-line to Optum following the normal claim submission process
- Claims that reject with messaging, ‘refill too soon,’ may be overridden by Optum’s Pharmacy Assistance Center
  - Optum Pharmacy Assistance Center telephone number: 1-877-645-1282
- Additional overrides may be provided on a case-by-case basis to ensure medications are available to Kaiser Permanente members that may continue to be impacted by the emergency
- Kaiser Permanente members expressing concern or those indicating an inability to pay for their prescriptions should be instructed to call Kaiser Permanente’s
  - Mid-Atlantic Member Services Department at: 1-800-777-7902, seven days a week, 8:00am to 8:00pm

If you would like additional information, you may call Optum’s Network Administration Department.

**TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.**

Should you have any questions or require assistance, please contact the Catamaran/OptumRx Help Desk,
24 hours a day, 7 days a week:

**Help Desk phone numbers:**
- Optum Network Administration Department: (877) 459-8477 (Voicemail)
  - Fax: (888) 258-1412
  - HTPharmacyNetwork@optum.com
- Provider Relations (877) 633-4701 or e-mail provider.relations@optum.com

Thank you for your continued support. Please distribute immediately.