

Pharmacy Access During a Federal Disaster or Other Public Health Emergency Declaration

Questions and Answers for Medicare Part D Beneficiaries

The following address questions that might arise for people in Part D plans who live in an area under an emergency or disaster declaration.

1. How can I get my prescriptions filled if I cannot get to my usual network pharmacy?

Contact your Medicare drug plan to find another network pharmacy nearby if you're not able to go to your usual network pharmacy to replace your prescription drugs.

2. What if my prescription drugs were lost or damaged or I could not take them with me?

Contact your Medicare drug plan if you had to evacuate without your prescription drugs, or your prescription drugs have been damaged or lost because of the emergency or disaster. Your plan can help you find another network pharmacy.

You'll be able to move most prescriptions from one network pharmacy to another, and back to your regular pharmacy when the emergency or disaster ends. If you need help finding the closest network pharmacy, contact your Medicare drug plan. You'll need to tell the new pharmacy the name of your regular pharmacy and which drugs you need refilled.

3. What if I lost my Medicare drug plan card and don't know my plan's phone number?

Call 1-800-MEDICARE (1-800-633-4227) to get your plan's contact information. TTY users should call 1-877-486-2048.

4. What if I cannot get to a pharmacy in my plan's network?

If you can't reasonably get to a network pharmacy, your plan can help you get drugs during an emergency or disaster at an out-of-network pharmacy. You might pay more for prescription drugs you get at an out-of-network pharmacy. Contact your plan for information about its out-of-network rules.

5. How much will I have to pay at an out-of-network pharmacy? How can I get my money back?

When you buy your drugs at an out-of-network pharmacy, you'll probably have to pay full cost for the drugs at the time you fill your prescriptions.

To get a refund from your plan, submit a paper claim. Ask your plan where you should send your claim. If you paid full cost for the drugs, save your receipts so you can ask your plan if it will refund you for your costs. Note: Your plan might not reimburse you for the difference between what you paid for the drug at the out-of-network pharmacy and what you would have paid for the drug at an in-network pharmacy.

6. What if I don't think I will be able to return home for a long time?

If you evacuated because of an emergency or disaster and you think you won't be able to return home for a long time, you may want to get an extended-day supply (a 60- to 90-day supply) of your prescription drugs. Ask your plan whether it offers extended-day supplies and which pharmacies you can use to get them.