


# RESOURCES FOR THOSE IMPACTED BY HURRICANE DORIAN


The following health and wellness resources are available to those impacted by Hurricane Dorian.


## Behavioral Health:

**United Behavioral Health/Optum: 1-866-342-6892 (toll free) 24 hours a day, 7 days a week**

An emotional support help line is available, free of charge, regardless of behavioral health plan membership. It provides access to specially-trained mental health specialists to help manage stress and anxiety. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters. Emotional-support resources and information are also available online at [www.liveandworkwell.com](http://www.liveandworkwell.com) .

## Prescription Drugs:

**Accredo and Express Scripts: 1-800-842-0070 (toll free) 24 hours a day, 7 days a week, [express-scripts.com](http://express-scripts.com)** 

If you are affected by the natural disaster and need your medicine, we can help. **If you need an emergency fill**, login to [express-scripts.com](http://express-scripts.com)  and go to **Find a Pharmacy** to locate a nearby network pharmacy. Then, call the pharmacy to check if it is open. If your ID card is unavailable, or you do not have access to the internet, call the number above for assistance, and to locate a nearby network pharmacy. Deliveries might be delayed into affected areas.

## Vision:

**EyeMed: 1-866-652-0018 (toll free) Mon-Fri 7:30 a.m.-8 p.m. ET; Sat-Sun 8 a.m.-11 p.m. ET**

If you've lost, broken or damaged your eyewear, emergency (temporary) replacement glasses can be sent to you, at no cost, with overnight shipping to a location that's convenient for you (must call by 2:30 p.m. ET for same-day processing). Or, if you prefer to order permanent replacement glasses or contacts, free, expedited shipping is available.

## Medical Care and more:

**Teladoc: 1-855-225-5032 (toll free) 24 hours a day, 7 days a week, or for more information visit <https://www.teladoc.com/disaster-hotline/>** 

Telemedicine services are available to any resident of a natural disaster zone, regardless of health plan membership. Individuals can request a call from a doctor, free of charge, to handle non-emergency medical problems via specific contact information above.

**Railroad HEALTHLINK: 1-866-735-5685 (toll free) 24 hours a day, 7 days a week**

Free telephone access to registered nurses is available 24 hours a day, 7 days a week regardless of health plan membership.

**Aetna: 1-833-327-2386 (toll free) 24 hours a day, 7 days a week**

Help finding care, behavioral health support, and assistance with finding available shelters and government resources, and other services are available through Aetna's Resources for Living, regardless of health plan membership to people in affected areas.

**Highmark/Blue Cross Blue Shield: 1-866-267-3320 (toll free) Mon-Fri 8 a.m.-8 p.m. ET**

For those who reside in areas where States of Emergency have been declared, waivers have been put in place for medical authorization requirements, claims timely filing and processing out-of-network claims as in-network.

**UnitedHealthcare: 1-866-735-5685 (toll free) 24 hours a day, 7 days a week**

Free telephone access to registered nurses is available 24 hours a day, 7 days a week regardless of health plan membership. Help finding health care services is available through the toll-free phone number, and in-network rates will be available even if members are not able to see an in-network provider. Members who have a smartphone can download the free **Health4Me app**, which provides instant access to their ID card, network care providers, their personal health benefits and more. The Health4Me app is available as a free download at the Apple [iTunes App Store](#) and the Android Market on [Google Play](#).

**HealthAdvocate: 1-866-799-2690 (toll free) 24 hours a day, 7 days a week**

Experts are available to help: locate in-network providers in a new area, find facilities that will be able to provide temporary assistance, transfer medical records and prescriptions, get a short supply of medications if prescriptions have been lost or finished, coordinate care between insurance company and medical providers, and answer benefit and treatment questions.

**Dental:**

**Aetna Dental: 1-877-238-6200 (toll free) Mon-Fri 8 a.m.-6 p.m. ET**

Members affected by the natural disaster can access Aetna for assistance with needed dental care or questions.

**Life:**

**LifeWorks: 1-888-319-7819 (toll free) 24 hours a day, 7 days a week**

Counseling services are offered through LifeWorks with MetLife's Life insurance coverage for union members. Whether it's coping with a loss or a major life event, professional counselors and services are offered to support members and their families. Confidential support is available 24 hours a day, 7 days a week.