



EmpiRx Health Prepared to Assist Clients and Members Affected by Hurricane Irma

EmpiRx Health is prepared to assist you and your members in anticipation of Hurricane Irma's arrival in the United States. We have enacted emergency measures so that our call centers can provide assistance to members 24 hours a day, 7 days a week, and prevent unnecessary delay of emergency prescriptions that they may need due to the storm. A member notice regarding these measures has been posted to our website. We will make any additional information available as needed to keep members informed.

We are advising members to check that they and their families have at least a 7-day supply of required medications on hand. EmpiRx Health has lifted our refill-too-soon protocols for members who may be impacted by Hurricane Irma so that they can obtain these medications as soon as possible. Member Services is ready to help members obtain needed medications, and members can log on to the EmpiRx Health website for help locating nearby pharmacies if needed.

If a member's usual pharmacy is closed due to Hurricane Irma, we recommend the following options:

1. Certain chain pharmacies are able to refill prescriptions at any location belonging to the same chain. Other pharmacies may have similar capabilities or other contingency plans for emergencies. Members can contact their pharmacy to find out what options are available.
2. If members are unable get a refill at another location, they will need to ask their physician to call a new prescription in to another pharmacy that is open, unless the member has a hard copy of their prescription in their possession. To locate a network pharmacy, or for any assistance with their prescription benefit, members can call Member Services at 1-877-241-7123, 24/7/365, or log in to www.empirxhealth.com.
3. Benecard Central Fill will do everything they can to prevent delays for members who use mail order and are affected by Hurricane Irma. For plans that include a mandatory mail program, EmpiRx Health has suspended mandatory mail protocols in affected areas to allow prescriptions to be obtained locally due to the storm. Additionally, members can call Member Services at 1-877-241-7123 and give us an alternate address so we can safely deliver their medications.

Our primary concern is that your members have their medications when they need them. We are here to help. Call EmpiRx Health Member Services at 1-877-241-7123, 24/7/365 with any questions or concerns you may have.

We are keeping all those affected by the recent severe weather in our thoughts, and encourage all members to be prepared for Hurricane Irma. Advice on hurricane preparedness can be found at the National Hurricane Center's [website](#).