



Benefits and Resources for Members Affected by March 3 Storms and Tornadoes

Following the recent devastating storms and tornadoes, we want to let you know that there are resources to help state and higher education employees, and our local education and local government health insurance plan members.

If you have questions, you can reach out to our Service Center, M-F, 8 a.m. to 4:30 p.m. CT, at 800.253.9981, or visit tn.gov/ParTNersForHealth and click the [blue Questions button](#) on the homepage or click the [green "Help" button](#) to chat during business hours.

EAP Services

If you need it, Here4TN is here for you. Through EAP, you can receive five counseling sessions at no cost. We also offer many referral services, such as:

- Financial assistance services
- Legal consultation services
- Help applying for disaster relief
- Temporary housing assistance
- Recommendations for home repair contractors
- Transportation assistance
- Assistance understanding how to replace important documents
- And more

Please give us a call anytime, day or night, at 855-Here4TN (855-437-3486) or go to Here4TN.com

Pharmacy Services

For members in affected areas with prescription needs, Customer Care will approve one-time emergency refills of a 10-day supply of medication. Just call the number found on the back of your Caremark pharmacy card, 877.522.TNRX (8679).

If you are within the emergency area taking specialty medications, you will be contacted to discuss alternate delivery arrangements if needed. The use of courier services will be engaged as necessary. If an override is needed for a Specialty medication, Specialty operations will contact account management for approval.

If you have questions about a medication delivery, you can call Customer Care at the toll-free number, 877.522.TNRX (8679), found on your Caremark pharmacy ID card.

Telehealth Services (virtual medical visit) for Cigna Members

MDLIVE, the Telehealth service for Cigna members, is offering medical consults to members impacted by the recent tornado. A promo code has been generated and is active until the end

of March 2020. It is good for one free consult, so affected members would not have to pay a copay or coinsurance for the virtual visit. You will need to create your user profile with your current health information.

Cigna Members

- Log into [MyCigna.com](https://mycigna.com)
- Look for MDLive
- Or, call 888.726.3171 for MDLive
- and use the following promo code: NASHTORNADO for Medical Services

Telehealth Services (virtual medical visit) for BlueCross BlueShield Members

PhysicianNow program powered by MDLive, the Telehealth service for BlueCross BlueShield members, is offering medical consults to members impacted by the tornado who are residents of Nashville and the surrounding areas. The promo code will run until the end of March 2020. MDLive will offer one free medical consultation for affected individuals. You will need to create your user profile with your current health information.

BlueCross BlueShield Members

- Log into BlueAccess at bcbst.com/members/tn_state/
- Look for and select Talk With a Doctor Now
- Or, call 888.283.6691
- And use the following promo code: NASHTORNADO for Medical Services

PayFlex Services for CDHP/HSA and FSA Members

Members enrolled in a CDHP with a health savings account (HSA) and our state and higher education members with flexible spending accounts (FSA) who were negatively affected by the storms can reach out for expedited service. Affected members with lost or missing PayFlex debit cards can have them reissued and delivered overnight upon request. Affected members with deactivated accounts can request hardship assistance and have their cards reactivated. For questions or more information, please call PayFlex at (855) 288-7936.

Davis Vision Services for Members

Many weather-related events nationwide cause broken or lost eyewear, and Davis Vision does assist in most cases.

- On the Davis Vision global website's landing page, www.davisvision.com, there is a "Disaster Relief" link.
- Clicking on the link brings up the guidance on disaster related support, available here: <https://davisvision.com/eyewear-replacement-assistance/>

It is recommended that members have their eyecare professional call Davis to go through the process for obtaining replacement eyewear lost or damaged due to a natural disaster.

Other Resources

Tennessee Emergency Management Association (TEMA) has created a [recovery resource page](#) for those affected by the severe weather.