

### Important information about Tropical Storm Debby

We're making temporary changes to provide relief and ensure healthcare access for our members and providers impacted by Tropical Storm Debby.

#### Attention First Choice by Select Health of South Carolina members and providers:

We want to help make sure you have access to the healthcare you need. Our Member Services staff and Nurse Call Line will be available to assist plan members with urgent needs. We can help with finding available doctors, refilling prescription drugs, and answering other health plan questions. The Nurse Call Line is open 24 hours a day, seven days a week at: **1-800-304-5436**. If you have an emergency, please dial **911**.

It is important to note that several normal requirements for medical and pharmacy services will be relaxed through Sunday, August 18, to ensure member needs are met:

- Emergency refills are available for members with existing prescription medications and available refills at any pharmacy now, even if you need to fill them earlier than scheduled.
- Members travelling out of state may fill their medications by showing their First Choice member identification card at any retail pharmacy.
- Essential medical supplies and equipment for those members impacted by the storm will be approved by the plan, as needed.
- Use of out-of-network and/or out-of-state providers will be allowed for medically necessary services.
- Medically necessary emergency care will be covered. If you are having an emergency, please call 911 or seek medical attention immediately.

We will provide further information and updates, as they become available.

#### Additional Important numbers and resources

Members needing assistance, please call:

- First Choice Member Services at 1-888-276-2020 (TTY 1-888-765-9586)
- 24/7 Nurse Call Line at 1-800-304-5436

Providers needing assistance, please call:

- 1-888-559-1010 for Utilization Management or Authorizations
- 1-888-276-2020 for Member Eligibility
- 1-866-368-4562 for Right Fax Notification

For the latest information on Tropical Storm Debby, visit the [South Carolina Emergency Management Division \(Opens in a new window\)](#).