



Medicare Disaster Information

This information is specific to MetroPlus Advantage Plan and MetroPlus Platinum Plan

In the event the Governor of New York, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of emergency in MetroPlus Health Plan's service area (Kings, Queens, Richmond, New York and Bronx counties), you are still entitled to care from MetroPlus Health Plan. This includes access to emergency or urgent care as well as obtaining needed prescriptions. For assistance during this time, please call 1-866-986-0356 (TTY: 711) 24 hours a day, 7 days a week.

How to get covered medical services during a disaster:

If you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost-sharing. Please try to check first with MetroPlus Health Plan Member Services at 1-866-986-0356 (TTY: 711) to see if there is a network provider nearby.

How to get covered prescription drugs during a disaster:

If you cannot use a network pharmacy, you may use an out-of-network pharmacy during any Federal disaster declaration or other public health emergency declaration.

If you cannot reasonably locate a network pharmacy due to evacuation or displacement from your residence, you may fill your prescription drugs at an out-of-network pharmacy. In these situations, please try to check first with MetroPlus Health Plan Member Services at 1-866-986-0356 (TTY: 711) to see if there is a network pharmacy nearby. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan.

Please note that you may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.