



# Stay safe and healthy when disaster strikes

**Tips to help make sure you have the medication  
you need, when you need it**

**United  
Healthcare  
Community Plan**

# Be prepared

When disaster strikes, the best thing you can do is stay safe and be prepared with a plan. Part of that plan is to make sure you have the medications you need, when you need them. The following information tells you what you can do before a disaster happens, and after.

## Before a disaster

### Be prepared

- Keep an up-to-date list of your medications. Make sure to include the dose and how to take it.
  - Rx on the Run is a personalized, wallet-sized card that lists your prescriptions with the latest dosage and instructions. Visit [HealthcareReady.org/Rx-on-the-Run](https://www.healthcareready.org/Rx-on-the-Run) to get yours.
- Keep track of how much medication you have on hand
- Get early refills just in case your pharmacy closes
- Place medication bottles or packages in water-tight containers (such as plastic containers with lids) if there is a chance of flooding or other water damage
- Have ice on hand for medications that need refrigeration

## After a disaster

### Inspect all drugs

If drugs, of any kind and in any container, come in contact with flood or contaminated water, or fire or extreme heat, we suggest discarding them.\* Replace them as soon as possible.

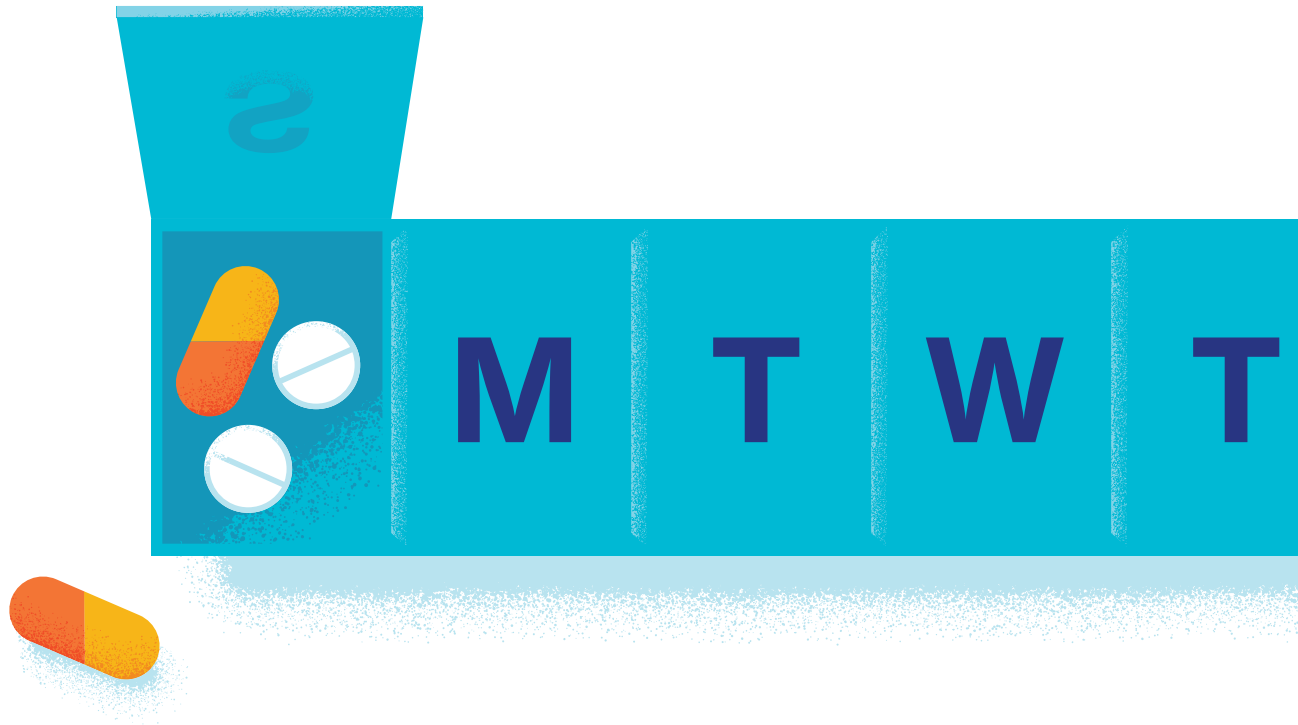
### Drugs that need refrigeration

Some drugs require refrigeration (for example, insulin and certain liquid antibiotics). If electrical power has been off for a long time, the drug should be discarded and replaced. However, if the drug is absolutely necessary to sustain life (for example, insulin), it may be used until a new supply is available. Because temperature-sensitive drugs lose potency if not refrigerated, they should be replaced with a new supply as soon as possible.

If you need an early refill, lose your medications or if they are damaged, you can call an advocate at the number on the back of your member ID card.

Some prescription drugs such as powerful narcotic pain medicines and other controlled substances, may require additional intervention from the pharmacist or your doctor. Schedule II drugs (C-II), such as certain narcotic (e.g., oxycodone) or stimulant (e.g., methylphenidate) medications, will need a new prescription from a doctor.

\* If the drug is for a life-threatening condition, and a replacement is not available right away, call the number on the back of your UnitedHealthcare Community Plan ID card for help.



## Frequently asked questions

### What if the drug store I usually get my medication at is closed?

If your drug store is part of a larger chain (e.g., Walgreens, CVS), we recommend going to the closest drug store to you that is part of that chain. Or go to a pharmacy of your choosing that is in our network. The pharmacist on duty can help you. You can also call Member Services. Or the pharmacy can call our Pharmacy Help Desk for further help at **1-877-305-8952**. Prescribers can reach us at **1-800-310-6826**.

### Can UnitedHealthcare help with early refills?

Yes. You can get help with early refills by calling Member Services at the number on the back of your UnitedHealthcare Community Plan ID card. Pharmacies can also get help by calling our Pharmacy Help Desk at **1-877-305-8952**. Prescribers can reach us at **1-800-310-6826**.

### What if I need my medications delivered to me?

OptumRx provides our mail service pharmacy. If you choose this option, your medication comes right to your door. You can get started by calling our Member Services line or using the UnitedHealthcare® mobile app. You can download the app by searching for UnitedHealthcare or UHC in the App Store or Google Play. It lets you view and order your prescriptions, check order status and more.



### What are some other helpful resources I should know about?

- **RxOpen.org** to find open pharmacies near you
- **Ready.gov/Hurricanes**
- **TXReady.org**

## **We're here to help**

Your health and well-being is our top priority. If you need help getting your medications, call UnitedHealthcare Community Plan at the number on the back of your ID card.

If you have a smartphone, you can download (at no extra cost) the UnitedHealthcare® app. This will provide you with on-demand access to your member ID card, details about your prescription medications, network pharmacies, account information and more.

Or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)

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