

IMPORTANT NOTICE ABOUT EMERGENCY DECLARATION

Due to the declaration by Governor Roy Cooper of a State of Emergency for coronavirus COVID-19 on March 10, 2020, FirstCarolinaCare Insurance Company ("FCC") has put into effect certain temporary rules intended to help ensure members access to care and medications without undue disruption during the emergency period.

During the emergency period, the following rules are in effect for those affected:

- Members may obtain services at specified non-contracted facilities;
- Requirements for specialist referrals are waived, where applicable;
- Cost-sharing for plan-approved out-of-network health services are reduced to the in-network cost-sharing level (for example: for a plan-approved out-of-network hospital stay, the member cost would be the daily in-network copayment amount instead of the usual out-of-network 20% coinsurance);
- Explanation of Benefits for medical claims incurred during the emergency period may be delayed;
- Pharmacies will be able to override certain prescription drug restrictions. This will allow prior approval requirements and certain other limitations (including: early refills, prior authorization requirements, step therapy requirements and certain quantity limitations) to be waived.
- Subject to applicable reimbursement policies, members affected by the emergency may be reimbursed for costs of prescriptions purchased from out-of-network pharmacies.

Please call FCC Member Services at (844) 201-4957 for more information, or if you need assistance. [Wake county members, please call (844) 499-5630.]