



## State of Emergency — winter weather

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### Summary of update effective January 21, 2025

A state of emergency has been issued for all counties in Georgia due to a cold front with dangerously low temperatures. This state of emergency starts January 21, 2025, and ends at 11:59 p.m. ET on Tuesday, January 28, 2025, unless the governor renews the state of emergency.

### Actions to address this State of Emergency

#### Pharmacy

Effective immediately, we are implementing the Emergency Refill Too Soon (RTS) procedures.

If a member from the disaster area attempts to fill a prescription for lost or damaged medication resulting from the disaster and the claim is rejected with a *Reject 79 Refill Too Soon*, the pharmacy should enter *13* as the submission clarification code in NCPDP vD.0 field 420-DK, Submission Clarification Code.

**Note:** To receive an early refill, members must have a refill on file. If there is no refill on file, the pharmacy will contact the care provider to obtain one.

This override code should be used to process claims only for these members through January 28, 2025, unless the governor renews the state of emergency.

#### Preapprovals:

- Preapproval requirements have been waived for in-network and out-of-network medical services only.
- We request notification of admissions to assist our care providers, facilities, and members in coordinating any post-discharge services. This includes transportation or transfers to services outside the affected areas.
- An inpatient facility for late submission of clinical information and verbal concurrent reviews will be accepted.

### If you need assistance

Please call Provider Services at **800-454-3730**.

<https://provider.amerigroup.com/GA>



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