



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Because of Hurricane Dorian, Virginia declared a State of Emergency on September 2, 2019. The Anthem HealthKeepers Plus plan wants to make sure you get the care and resources you need.

Helpful phone numbers:

Resource	Medallion Medicaid/FAMIS	CCC Plus
Member Services	1-800-901-0020 (TTY 711)	1-855-323-4687 (TTY 711)
24/7 NurseLine	1-800-901-0020 (TTY 711)	1-855-323-4687 (TTY 711)
Behavioral Health Crisis Line	1-844-429-9620 (TTY 711)	1-855-323-4687 (TTY 711)
Case Management	1-844-533-1994, ext. 106-103-5148 (TTY 711)	1-844-533-1994, ext. 106-103-5148 (TTY 711)
Southeastrans— for nonemergency rides to services	1-877-892-3988	1-855-325-7581
For information about shelters	211	211
For updates and information from the state	411	411

Getting medicine and seeing a doctor

Because of the State of Emergency:

- You can refill your prescription now, even if you’re not due for a refill. If you need to go to a different pharmacy because of the flooding, even if you’re a member in the pharmacy lock-in program, call Member Services Monday through Friday from 8 a.m. to 8 p.m. and we’ll help you get your refill.
- If you need help getting any services, please call Member Services Monday through Friday from 8 a.m. to 8 p.m. We’re here to help you.

Getting a ride

If you need a ride to the doctor, to pick up your medicine or any other health service, call Southeastrans at 1-877-892-3988 (TTY 711) Monday through Friday from 7 a.m. to 4 p.m.

Case management

If you need help, our case management team is available. Call our case management team at 1-844-533-1994, ext. 106-103-5148 (TTY 711), Monday through Friday from 8 a.m. to 5 p.m.

Mental health and substance use help

If you need help with a mental health or substance use crisis, you can call the Behavioral Health Crisis Line at 1-844-429-9620 (TTY 711), 24 hours a day, seven days a week.

Helpful information and resources

- [Virginia Emergency Kit](#)
- [Virginia Public Safety and Homeland Security](#)
- [Virginia Department of Health](#)
- [Virginia Department of Emergency Management](#)
- [Shelter Information](#)
- [Disaster Assistance - FEMA](#)
- [Department of Transportation](#)
- [News and local resources](#)
- [Open Pharmacies](#)
- [Where Do I go for Behavioral Health Support?](#)
- [Drinking Water Watch](#)
- [Protect your pets](#)
- [Zika Information](#)
- [Protect yourself from mold](#)

Get help for Hurricane Dorian

Q: How can I get help?

A: FEMA Disaster Assistance can help with your immediate needs. To find out if you're eligible for disaster assistance, apply online at disasterassistance.gov or call 1-800-621-3362.

Q: How do I find a shelter?

A: Call the American Red Cross at 1-800-RED-CROSS or go to their [website](#) to find a shelter near you.

Q: Do I need to leave or stay where I am?

A: Listen to your local radio and TV stations to hear what they're telling people to do to stay safe. These stations get their information from official government sources. Follow what they tell you to do. Find your local news weather warnings at www.nws.noaa.gov.

Q: How do I find a family member or loved one?

A: Call the American Red Cross at 1-800-RED-CROSS. You can search their website for a missing person or register them as being "missing," but in a shelter. Please go to the **Family in the US** section of this page: <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/contact-and-locate-loved-ones.html>.

Q: How do I find my lost pet?

A: The Virginia Hurricane Guide provides information and a list of important contacts for pet care. [Visit www.vaemergency.gov/hurricanes](http://www.vaemergency.gov/hurricanes).

Q: How do I replace my Anthem HealthKeepers Plus ID card if it is lost or stolen?

A: You can log in to the secure member website at www.anthem.com/vamedicaid and follow the steps to get your ID card.

You can also call Member Services at 1-800-901-0020 (TTY 711) if you're a Medallion Medicaid or FAMIS member, and at 1-855-323-4687 (TTY 711) if you're a CCC Plus member, and ask for a new one to be sent to you. We're here to help Monday through Friday 8 a.m. to 8 p.m. Eastern time.

Q: Can I see a doctor right away?

A: If you have an emergency, like trouble breathing, call 911 right away. You can also go to an urgent care center near you for things like a fever if you can't get to your regular doctor. Find one using our online provider directory, or our [Find a Doctor tool](#).

You can also call Member Services at 1-800-901-0020 (TTY 711) if you're a Medallion Medicaid or FAMIS member, and at 1-855-323-4687 (TTY 711) if you're a CCC Plus member. We're here to help Monday through Friday 8 a.m. to 8 p.m. Eastern time.

Q: Can I see a doctor who isn't in my plan?

A: In most cases, you need to see a doctor in our plan for health care services. In an emergency, you can see any doctor or go to any hospital. Members who go to an out-of-network pharmacy may not be able to fill their prescription.

Q: How do I get a refill for my prescriptions, extra medical supplies or replacement durable medical equipment?

A: Anthem HealthKeepers Plus members can get a 30-day emergency supply of medications from any pharmacy that is part of our health plan (in-network).

Q: May pharmacists refill medications early?

A: Yes. Anthem HealthKeepers Plus members can get a 30-day emergency supply of medications from any pharmacy that is part of our health plan (in-network).

Refill early if you left the area

Starting September 3, 2019, you can refill medications before the refill date if it was left behind because you had to evacuate (leave the area) for Hurricane Dorian. Anthem HealthKeepers Plus members locked into one pharmacy can now get medications from any network pharmacy (a pharmacy in our health plan).

Refill lost or damaged medicines

Due to Hurricane Dorian, the Governor of Virginia issued a state of emergency. If you live in an area impacted by the storm and tried to fill a prescription for lost or damaged medication, but were denied because it was before your refill date, call Anthem HealthKeepers Plus Member Services Monday through Friday from 8 a.m. to 8 p.m. at 1-800-901-0020 (TTY 711) if you're a Medallion Medicaid or FAMIS member, and at 1-855-323-4687 (TTY 711) if you're a CCC Plus member. They'll work with your pharmacy to help you get your medicine.

Q: Do I get any extra Supplemental Nutrition Assistance Program (SNAP) food benefits?

A: Yes. If you have SNAP benefits, you can have food lost as a result of Hurricane Dorian replaced. Go to the closest office to you and fill out [Form H1855, Affidavit for Nonreceipt or Destroyed Food Stamp Benefits](#).

Q: I lost my SNAP Electronic Benefit Transfer (EBT) card. How can I get another one?

A: Call 1-800-554-5268 or visit connectebt.com to report a lost or stolen card.

Q: How do I get my Women, Infants, and Children (WIC) benefits?

A: WIC participants who are evacuated and lost or left behind WIC foods or formula can go to any open WIC clinic to get replacement food benefits. Visit scdhec.gov/Health/WIC or call 1-855-472-3432.

Q: How do I get new copies of important documents?

A:

- Birth and death certificates
Contact the [vital records office](#) where you were born or where someone died

- Driver's license, ID cards and vehicle titles
1-804-497-7100 (TTY: 1-800-272-9268)
<http://www.dmv.virginia.gov>
- Social Security cards
To get a new card, you can:
 - Request a new one through your My Social Security account
 - Complete an application and mail it in
 - Go to your nearest Social Security office to get a new card in person.
Find your [local office](#) to apply for a new card in person

Learn more about getting a [new card](#)

- [Resident/green cards](#)
1-800-375-5283
- [Passport](#)
1-877-487-2778
- [Tax returns](#)
1-800-829-1040

Q: How do I find out about school closings and when schools will re-open?

A: You can find out about school closings and more from the [Virginia Department of Emergency Management](#). Visit www.vaemergency.gov.

Q: How do I find out about closed roads?

A: The Virginia Department of Transportation posts updates about road closures and public transportation. Call 511 or visit their website: 511.virginia.org.

Q: When is it safe to return to my home?

A: The Virginia Department of Transportation posts updates about road closures and public transportation. Call 511 or visit their website: 511.virginia.org.