

From: [Memorial Hermann Health Solutions](#)
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Subject: Memorial Hermann Health Plan | Severe Weather Update
Date: Wednesday, August 30, 2017 10:40:27 AM

Good morning broker partners,

On behalf of Memorial Hermann Health Plan, we wanted you to know that we are thinking of you and your family during this very difficult time. We are proud of how our community has come together and we salute all first responders and emergency personnel who have been working tirelessly to help those in need.

We wanted to share a few updates:

- Memorial Hermann Health Plan offices remain closed, however limited teams working remotely all week until regular office hours are resumed on Sept. 5th. Please continue to use all team email boxes for requests for your clients.
- The August grace period will be extended to September 30th, 2017; group administrators or brokers should make arrangements if payment will be delayed any further.
- Renewal extensions for 9/1 effective dates through 9/30 for all required change documentation and/or option to extend plan year and move to 10/1 effective date
- Please encourage members to use Teladoc as much as possible. Members should call 1-800-835-2362 or going online to www.teladoc.com. See the attached flyer for more information.
- As soon as our team is able, group maintenance and enrollment transactions will be completed with retroactive effective dates. In the meantime, please retain all receipts for claim submissions and reimbursements.
- Members and dependents should continue to call their appropriate Customer Service number on back of the ID Card for benefits verifications and general coverage questions.
- We have eased prescription refill parameters to allow our member's easier access to needed pharmaceuticals.
- We are accepting and processing authorizations though we will not require prior authorizations for our members needing medical care (emergent or non-emergent) or hospital admissions in any facility regardless of in network/out of network status during the storm and its immediate aftermath.
- Memorial Hermann Sugar Land is temporarily closed due to Brazos River flood concerns. Memorial Hermann Orthopedic & Spine Hospital and Memorial Hermann - First Colony are also closed as they are currently inaccessible. All other major Memorial Hermann hospitals are open and seeing patients.

Please stay safe in the coming days.

Memorial Hermann Health Plan