

Re: PG&E Power Outage

10/9/2019

PG&E has begun their planned power-outage in multiple Bay Area cities as of this morning. HPSM is committed to ensuring members continue to receive necessary services during this period by working closely with our provider community.

Authorizations

HPSM will continue to review items that require authorization for medical necessity. In order to not delay necessary care we will take these circumstances into special consideration for items that normally require prior authorization. Please do not hesitate to contact HPSM about any special authorization needs for items impacted by this power outage.

Emergency Medication Supply

For emergency situations, HPSM's Pharmacy Services department can provide up to a 72-hour supply of most medication(s) without restriction. This includes prescriptions awaiting the submission or approval of a prior authorization request. Certain limitations apply. For additional information or assistance, please contact us at one of the following:

- The Pharmacy Help Desk line at **888-635-8362** any time (24/7); OR
- HPSM's Pharmacy Services at **650-616-2088** during business hours (M-F, 8 a.m. to 5 p.m.)

If you have any questions about how this applies to specific patient care needs during unusual or emergency circumstances please contact HPSM Provider Services at **650-616-2106** or psinquiries@hpsm.org.