Power Outages Quick Guide

Last updated: October 23, 2019

This guide provides key information on handling refrigerated medications and powered medical equipment during a power outage. Please review the attached resources for additional information. If one of your patients is having difficulty obtaining critical or life-sustaining supplies during a power outage please contact:

HPSM Care Coordination
650-616-2060

For the latest updates on the scope of power outages please see:


Refrigerated Medications:

Many refrigerated medications are stable at room temperature for a few days.

- Members can try to keep medications cool but should not use ice, as some medications (including insulin) lose effectiveness if frozen.
- Members should store medications in a cool, dry place and away from direct heat or sunlight.
- For questions about specific medications and guidance on storing insulins, call the Pharmacy Help Desk line 888-635-8362 anytime (24/7) OR HPSM Pharmacy Services 650-616-2088 during business hours (M-F, 8-5).

If members are concerned about their refrigerated medications, they should contact their local pharmacy/pharmacist re: stability at room temperature of specific medications, whether safe to use, and for replacement or refill needs.

- HPSM Pharmacy Services will allow overrides for members to receive medication replacements if their medication has spoiled from non-refrigeration.
• For emergency situations, HPSM’s Pharmacy Services enables provision of up to at least a 72-hour supply of most medication(s) without restriction. This includes prescriptions awaiting submission or approval of a prior auth request; certain limitations apply.
• For additional information or assistance, please contact: HPSM Pharmacy Help Desk line 888-635-8362 anytime (24/7) OR HPSM Pharmacy Services 650-616-2088 during business hours (M-F, 8-5).

DME or Life-Sustaining Equipment Needing Power:

Members should contact their DME supplier to receive alternatives for their DME supplies. Examples:

• An oxygen concentrator could be replaced with an oxygen tank temporarily.
• A battery-operated version of a DME or special batteries may be provided by the DME supplier.

Contact Care Coordination at 650-616-2060 if members are having trouble obtaining supplies from their DME provider.

HPSM will prioritize assistance for members with:

1. Oxygen-related or cardiopulmonary assist devices, followed by
2. Infusion/IV or feeding/nutrition supplement equipment, followed by
3. Mobility assist equipment