



May 16, 2011

Notice to Agencies and Plan Members

Office of Group Benefits takes steps to assist plan members affected by flooding

To help our plan members obtain the prescription drugs and health care services they need to stay healthy, the Louisiana Office of Group Benefits (OGB) has implemented these temporary changes for plan members displaced or otherwise affected by flooding:

- **Affected plan members can refill prescriptions early if needed.**
- **Affected plan members who use an out-of-network pharmacy receive in-network prescription drug benefits.**
- **Affected plan members enrolled in the Diabetic Sense program can purchase supplies at retail stores.**
- **Out-of-network restrictions for doctors, hospitals and other medical care providers will not apply for affected plan members.**
- **Pre-certification limitations have been lifted for affected plan members.**

The measures outlined above will be in effect through May 31, and will be extended if needed. Visit the OGB website (www.groupbenefits.org) for updates as the situation develops.

If you have questions about your OGB health coverage, you can call OGB Customer Service at 225-925-6625 or 225-925-6770 (TDD) in the Baton Rouge calling area or (toll-free) 1-800-272-8451 or 1-800-259-6771 (TDD).