

WHAT TO DO DURING A STATE OF DISASTER OR EMERGENCY

In the event the Governor of New York State, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or state of emergency in your geographic area, you will be entitled as a plan member to receive care from RiverSpring Health Plans.

During the declared disaster or emergency, if you cannot use a network provider, we will allow you to obtain care from out-of-network providers at in-network cost sharing, if any. If you cannot use a network pharmacy during a declared disaster, you will be able to fill your prescription drugs at an out-of-network pharmacy.

For further questions or to get assistance during this time, please contact RiverSpring Health Plans at 1-800-771-0088 (TTY: 711), 8 a.m. to 8 p.m., 7 days a week. The call is free.