

# Power Outages Quick Guide

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**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:

[https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-event.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-event.page)

## 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