

We are happy to announce that the power has been restored to FirstCarolinaCare Insurance Company's local offices and they will reopen for normal business hours on Thursday, December 8. We'd like to thank Duke Energy and all those who have been working diligently these past few days to restore power and bring needed food and supplies to our community.

Should you have any questions about your health plan or pharmacy benefits, our staff remain available to assist you with any questions. You can visit us at our retail offices or call us using the phone number on the back of your ID card.

To learn how your plan covers your care during a disaster, see the below information.

What to do in a disaster?

In crises like tornadoes, hurricanes, earthquakes, floods and fires, if the Governor of your state, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, your care is covered.

If a state of disaster or emergency has been declared in your geographic area, we will update our website to provide you with information about changes in your coverage that benefit you, effective immediately, without the 30-day notification, such as:

- Letting you get care from out-of-network providers at in-network cost-sharing.
- Letting you go to out-of-network providers without first getting referrals from your primary care provider (PCP).
- Letting you get up to a 90-day drug supply in one fill unless quantities are more limited for safety reasons.