

September 6, 2017

As Southern Florida prepares for the potential impact of Hurricane Irma, Concordia is initiating our emergency procedures. These procedures help to safeguard our employees and are designed to ensure there is no disruption in care to our clients, members and providers.

First and foremost, we are focusing on pre-storm activities and have decided to close our Miami offices on Friday so that our staff have time to prepare. Assuming these considerations are in place we are executing a business continuity plan for our clients, members, providers, facilities and the community at large.

During this time, member service resources will be deployed to our New Jersey-based office. We will continue to provide 24/7 access to on-call clinicians. Members, clients and providers can access these resources by calling our toll-free number at 1-855-514-5300.

In the event there is a major impact to our region, Concordia will follow our Disaster Operations Procedure that provides:

- Availability of emergency utilization management services
- Clinical coverage 24/7 through our after-hours on-call licensed clinical staff
- Direct coordination with our Health Plans
- Direct assistance to our members/recipients who need services during and after a disaster

Our clinical staff have extensive knowledge and are experienced with crisis intervention. Should you require any assistance, please contact us for support. In case of emergency call 911.

We will continue to monitor the storms activities and communicate our plans once conditions are known. The safety of our collective teams as well as the populations we serve is of utmost importance.

Thank you and please stay safe.

Sincerely,
Concordia Provider Relations Department
And Management Team

