

## Emergency Preparedness and Response Information and Resources

*This page is for suppliers, beneficiaries, caregivers, referral agents and other individuals who may need guidance or additional information during an emergency or disaster.*

### Prepare for an Emergency or Disaster

Be Responsible and Be Prepared! By being prepared and staying informed, you can prevent or reduce harm to yourself, your family members and loved ones, or persons for whom you advocate.

### Know If Your Area is a Disaster or Emergency Area

If you live in an area that's been declared an emergency or disaster, the usual rules for your medical care may change for a short time. Affected areas are ones where either:

- The President has declared it an emergency or disaster. Visit the Federal Emergency Management Agency (FEMA) <https://www.fema.gov/> or call 1-800-621-FEMA (1-800-621-3362) to see if your area is affected. TTY users should call 1-800-462-7585.
- A governor has declared it an emergency or disaster. Visit your state government's official website to find out if your area is affected.
- The Secretary of the Department of Health and Human Services (HHS) has declared a public health emergency. Visit the HHS Public Health Emergency <https://www.hhs.gov/civil-rights/for-individuals/special-topics/emergency-preparedness/index.html> or call 1-800-MEDICARE to find out if your area is affected.

### Replacing Lost or Damaged Durable Medical Equipment or Supplies in a Disaster or Emergency

#### Original Medicare

If Original Medicare already paid for durable medical equipment (DME) (like a wheelchair or walker) or supplies (like diabetic supplies) damaged or lost due to an emergency or disaster:

- In certain cases, Medicare will cover the cost to repair or replace your equipment or supplies

- Generally, Medicare will also cover the cost of rentals for items (such as wheelchairs) during the time your equipment is being repaired.

### Medicare Advantage Plan or other Medicare Health Plan

Contact your plan directly to find out how it replaces DME or supplies damaged or lost in an emergency or disaster. You can get your plan's contact information by calling 1-800-MEDICARE.

### Contacting Your Equipment Supplier

#### [DMEPOS Supplier Directory](https://www.medicare.gov/supplierdirectory/search.html)

(<https://www.medicare.gov/supplierdirectory/search.html>)

This tool lists suppliers of the following medical equipment and supplies:

- Durable Medical Equipment
- Prostheses & Prosthetic Devices
- Orthotics
- Supplies

### Receiving Care During an Emergency or Disaster

#### Original Medicare

If you have Original Medicare and want more information about getting care from doctors or other providers during an emergency or disaster, call 1-800-MEDICARE.

#### Medicare Advantage Plan or other Medicare health plan

If you are in a Medicare Advantage Plan or other Medicare health plan, contact your plan to get more information about getting care from doctors or other providers during an emergency or disaster. You can get your plan's contact information by calling 1-800-MEDICARE.

#### Medicare Prescription Drug Plan

If you have a Medicare Prescription Drug Plan and want more information on getting prescription drugs during an emergency or disaster, contact your plan, or call 1-800-MEDICARE.