

## Hurricane Helene Resources for Practice Staff & Patients

NC AHEC Practice Support provides no-cost assistance to Western NC practices needing help including disaster recovery resources; workflow redesign guidance for in-door or out-door operations; telehealth, HIE and EHR optimization; and Medicaid managed care issue resolution. If practices need assistance, please contact [practicesupport@ncahec.net](mailto:practicesupport@ncahec.net) or their MAHEC or NWAHEC practice support coach.

In addition, the following resources may be helpful to the practice including patients, staff, family and friends:

### North Carolina Department of Safety

The following website <https://www.ncdps.gov/our-organization/emergency-management/hurricane-helene> provides information and resources to North Carolina residents and visitors who were impacted by Hurricane Helene.

### FQHC/RHC and NC Medicaid Resources:

- [HRSA Emergency Information Kit – PDF](#)
- [NC Medicaid bulletin on temporary flexibilities](#)
- [Emergency flexibilities for FTCA and 340B for CHCs – Sept 2024 – PDF](#)
- Direct Relief (vendor): [Available Medicines and Supplies – PDF](#) and [Emergency Response Supply Packs – PDF](#)

### Assistance for Your Patients

The NC Board of Pharmacy have activated Board Rule .1815, which authorizes pharmacists to provide one-time emergency refill of up to a 90-day supply when the pharmacist is unable to obtain refill authorization from the prescriber due to a prescriber's inability to provide medical services to the patient. This authority was specifically created for emergencies like this one. In addition, if you are trying to send your patient to a pharmacy to pick up needed medication and supplies, the Board of Pharmacy is developing a list of open pharmacies in the impacted area. You can find that list [here](#)

### Vaccines for Children

If you have lost vaccine stock due to power outages in your practice, for the Vaccines for Children program, you should reach out directly to the VFC Storage and Handling Hotline at 877-873-6247. They can assist with determining viability, wasting doses, and next steps on

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placing replacement orders. We are in the process of working on solutions for private stock vaccines.

### **Payer Resources for Practices**

NC Medicaid has updated its Medicaid Temporary Flexibilities Due to Hurricane Helene. You can find that information [here](#). This includes information about the expanded ability for hospital swing beds, disaster relief applications available for health care providers, and more. In addition, please note that many payers across the state have implemented additional flexibilities for practices in the impacted area, including in some instances waiving prior authorizations and allowing early refills, among other things.

### **CMS Accelerated Advance Payments**

CMS is providing accelerated advance payments to providers impacted by Helene. <https://ncmedsoc.org/cms-to-provide-accelerated-advance-payments-to-providers-impacted-by-helene/>

### **FEMA Assistance**

Affected individuals residing in counties affected by the disaster can now apply for assistance with FEMA in the following three ways: Visit [disasterassistance.gov](https://disasterassistance.gov), Call [1-800-621-3362](tel:1-800-621-3362), Download the [FEMA app](#).

### **Ready NC**

[ReadyNC](#) provides a resource of [open shelters](#) with availability and two [state medical support shelters](#) for those who require specialized healthcare attention.

### **Helene Help Asheville Map of Local Resources**

<https://helenehelpasheville.usahidi.io/map>

### **D-Snap Disaster Food Relief Benefits**

The following federal program provides food benefits for residents living in federal disaster areas. [D-SNAP disaster food relief | USAGov](#).

### **Operating Pharmacies in Western NC:**

<https://www.ncbop.org/emergencyoperatingpharmacieshelene.html>

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### **Manna FoodBank in Asheville**

The organization's warehouse was prepped prior to the storm. Updates will be made available via the [FoodBank's website](#). There are many ways to get involved, volunteer, and donate — including online. Go [here](#) to give money to the Manna FoodBank online.

### **BeLoved Asheville**

On-the-ground volunteers are collecting and distributing a wide array of supplies. Cash donations can be sent via: Venmo: BeLoved-Asheville, CashApp: \$BeLovedAsheville  
Zelle: 828-412-2054

- Specific items are needed, including: food, bottled water, contractor-size trash bags, blankets, first aid supplies, feminine hygiene products, diapers and baby clothes, hand sanitizer, toilet paper, paper towels, bleach, shovels, brooms, gloves, coolers, propane, cook stoves, flashlights, batteries, fans, dehumidifiers and generators.
- Volunteers are needed to help deliver supplies. Truck owners and truck drivers are needed.
- Drop-off and staging updates are available on [the organization's social media pages](#). BeLoved Asheville is located at 32 Old Charlotte Hwy, Asheville, NC 28803.
- For volunteer info and more, visit [the organization's website](#).

### **Foothills Food Hub**

Working to source water and shelf-stable goods to distribute in McDowell County. Requesting monetary donations, which can be made online [here](#).

### **Asheville Buncombe Community Christian Ministry**

The ministry helps run and provide shelter in Asheville and is partnered with the Red Cross. Donations help pay for motel and food vouchers for local residents and long-term support for those displaced. To help: Donate food, clothing, or funds at [abccm.org/donations/ministry-fund/](http://abccm.org/donations/ministry-fund/).

### **Homeward Bound in Asheville**

The organization provides supportive housing to the homeless community in Asheville and it distributed essentials and clothing as the storm approached. For more information on year-round work and to donate, visit [Homeward Bound's website](#).

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### **Mountain Projects**

Historically the group has helped with emergency housing, including storm victims. Plans and information on response to Hurricane Helene were not available as the group is based in Waynesville, which was hit with flooding. For more, visit [the organization's website](#).

### **WNC Regional Livestock Center**

Based in Canton, the livestock center is working to help farmers and animals who were affected by flooding. You can donate toward helping local farmers who need to buy feed for animals. The center also helps supply fencing and other essentials. Contact: Yvonne Coburn with Civilian Disaster Response at 828-216-4496. More information is available [here](#).

### **American Red Cross of North Carolina**

At the storm's peak, the organization opened more than 15 shelter locations in Western North Carolina and upstate South Carolina. You can volunteer to serve with the American Red Cross or you can donate blood, which assists medical facilities in responding to disasters. You can make an online donation or give by texting Helene to 90999. More information is available [here](#).

### **Salvation Army of the Carolinas**

The organization has historically worked to provide meals and support to residents and rescue personnel in WNC communities hard-hit by disasters. For information on donating and more, visit the [Salvation Army of the Carolinas' page with Hurricane Helene updates](#).

### **Baptists on Mission**

North Carolina Disaster Response volunteers will serve in communities as conditions allow. If you are interested in serving in flood recovery, chainsaw and temporary roof repair, you can volunteer on [the organization's website](#). Donations are accepted online and by check. Click [here](#) for more.

### **United Way of Asheville and Buncombe County**

- The nonprofit helps residents connect to a wide array of resources via it's 2-1-1 hotline. The local United Way plans to help with immediate natural disaster response and long-term support for flood victims. Donations can be made online [here](#).

### **Samaritan's Purse**

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- The organization is responding to the High Country (northwestern North Carolina) and eastern Tennessee. The community of Boone, where Samaritan's Purse, is based has been deeply impacted. Volunteers are needed for deployment starting Sept. 30. Donations are accepted online. Click [here](#) for more info.

### **North Carolina Community Foundation**

The foundation's disaster fund can be activated after natural disasters in the state. Plans and information are pending. For more information, visit [the website](#).

### **Operation Airdrop**

The group is focusing operations on North Carolina after it aided Helene victims in Florida. Pilots and volunteers will deliver essential supplies and food to disaster-stricken areas in the mountains. For more information, visit the [website](#).

### **United Way of NC**

<https://fundraise.givesmart.com/form/1nSUGw?vid=17vvg9>

### **American Red Cross**

<https://www.redcross.org/donate/donation.html>

### **Salvation Army**

[https://give.helpsalvationarmy.org/give/166081?c\\_src=web-header#!/donation/checkout](https://give.helpsalvationarmy.org/give/166081?c_src=web-header#!/donation/checkout)

### **Mutual Aid Disaster Relief**

<https://actionnetwork.org/fundraising/mutual-aid-disaster-relief>

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