



How to access the care you need

There are storms happening in your area. Our governor has declared a State of Emergency. We are working hard to ensure the safety and care of all Blue Shield of California members during this difficult time.

We are sending you this email because you are in an affected area.

Here is how we can help.

- We are allowing the immediate refill of prescriptions for members in mandatory evacuation zones – even if the prescriptions are not due to be refilled.
- Blue Shield Medical Care Solutions will reach out to members enrolled in care and disease management programs who are in mandatory evacuation zones to ensure continuity of care.
- There are virtual care options that may differ slightly depending on your plan. Some of these telehealth options are Teladoc and NurseHelp 24/7SM. Please visit blueshieldca.com to view your plan options.
- Blue Shield's mental health service administrator is providing free access to resources, materials, and counseling services through its dedicated hotline: **(800) 327-7451**.
- Vision plan members in an affected area can get a replacement pair of lenses and/or frames. You can use out-of-network providers as needed with claims paid at in-network costs. Please call Vision Customer Service for assistance at **(877) 601-9083**.
- If you have been displaced, you may see an appropriate out-of-network provider at in-network benefit levels. You may also replace medical equipment and supplies, if needed.
- If you have lost your member identification card, you can view and print your card from our website by logging in to your online account at blueshieldca.com/login. Alternatively, you can use the [Blue Shield of California mobile app](#) to access your ID card on your mobile device.

If you need assistance, please call Member Services at (800) 393-6130 (TTY: 711). We want to respond to the urgent needs of all affected members.

Please [visit our website](#) for updates on plan services. For status updates and

affected areas, please visit [CalOES](#).

In times like these, it is important to work together. As your health plan, we want you to know that access to the care you need is our top priority.

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