

Emergency preparedness for providers

Blue Shield of California Promise Health Plan has information and resources available for providers and members to help them prepare for emergency situations. We invite all of our providers to familiarize themselves with the following so that they will be ready should the need arise.

Emergency priorities

1. Stay safe.

- Take care of your immediate personal needs to protect your health and safety.
- Have supplies ready in case you need to shelter in place at your facility.
- Evacuate if required by local authorities.

2. Meet the needs of staff and patients.

- Provide care to the extent that you are able.
- Share information about available resources to help members access care.

3. Report to Blue Shield Promise daily.

- Use the provided spreadsheet to tell us how the emergency is affecting you and your practice or facility.
- Report even on the weekends and holidays, to meet compliance requirements.

Help members access care

In the event of an emergency, members may need help accessing care – especially if they were required to evacuate quickly. Members displaced by an emergency can receive care from out-of-network providers at in-network costs if in-network providers are not available.

Medications and DME

- If evacuation was mandatory, members can refill prescription medications right away, even if they aren't due for refill. Tell them to call their pharmacy, or call Medi-Cal Rx at (800) 977-2273 (TTY: 711), 24 hours a day, 7 days a week.
- They can also get replacement durable medical equipment (DME) and supplies. Please advise them to contact their DME supply company for help.

Telehealth

Members can contact a doctor by phone or video, 24 hours a day, at (800) TELADOC (835-2362), [TTY: (855) 636-1578]. Or they can call the Nurse Advice Line at (800) 609-4166 (TTY: 711).

blueshieldca.com/promise

Care management

Displaced members who are enrolled in care management can contact Member Customer Service to make sure their care isn't interrupted.

Vision care (contacts/glasses)

Members in an affected area can call Member Customer Service get replacement contacts or glasses, and may use out-of-network providers at in-network costs, if needed.

Behavioral health

- Members can call Behavioral Health Services at (855) 765-9701 (TTY: 711), from 8 a.m. to 8 p.m., Monday through Friday.
- For mental health crises, call the Suicide & Crisis Lifeline at **988**, 24 hours a day, 7 days a week.

Member Customer Service

Support for Blue Shield Promise members is available from 8 a.m. to 8 p.m., Monday through Friday.

- Los Angeles: (800) 605-2556 (TTY: 711)
- San Diego: (855) 699-5557 (TTY: 711)

Emergency resources

We have compiled a list of resources for members, including links to county emergency notification systems, shelter locations, county preparedness websites, family readiness guides, and more.

Please visit our member web page – [Getting care during a disaster](#)

Daily provider reporting required during a declared state of emergency

The Department of Health Care Services (DHCS) and L.A. Care (for providers in Los Angeles County) require daily reports on impacts resulting from natural disasters and other emergencies and the Blue Shield Promise Compliance Department must report to DHCS and L.A. Care daily.

In order to meet this requirement, when your practice or facility is experiencing an emergency that impacts access and function for your staff and/or patients, Blue Shield Promise will need you to email us DAILY, including on the weekends and holidays. This reporting must occur as soon as possible, regardless of your "normal business hours."

1. Throughout the declared state of emergency, report to Blue Shield Promise on behalf of your practice, facility, or contracted network EACH DAY, following the close of business, using the provided spreadsheet. View the Emergency Report Template on the [Provider Forms page](#).
2. Send the completed spreadsheet to ProviderEmergencyRep@blueshieldca.com

Provider Customer Service

Support for Blue Shield Promise providers is available from 6 a.m. to 6:30 p.m., Monday through Friday. Call (800) 468-9935.