



remain unstoppable.

There are numerous fires underway throughout California so 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 county.](#)

Here is how we can help

- Members who need immediate assistance should call the customer care phone number, **(800) 393-6130 (TTY: 711)**.
- We are allowing the immediate refill of prescriptions for members in mandatory evacuation zones even if they are not due to be refilled.
- There are virtual care options that may differ slightly depending on your plan. Some of these telehealth options are Teladoc™, and NurseHelp 24/7. Please visit [blueshieldca.com](https://www.blueshieldca.com) to view your plan options.
- Blue Shield Medical Care Solutions will reach out to members in care and disease management programs in mandatory evacuation areas to ensure continuity of care.
- Magellan Health, Blue Shield's contracted managed care plan for behavioral health services, is providing free access to resources,

materials and counseling services through its dedicated hotline:
(800) 327-7451.

- Members in affected areas can get replacement lenses and frames and can use non-network providers as needed with claims paid at network costs. Please contact your customer care department for assistance.
- Members who have been displaced may see an appropriate out-of-network provider at in-network benefit levels and may replace medical equipment and supplies, if needed.
- Members who may have lost or misplaced their identification card can print a new card on our website at [blueshieldca.com](https://www.blueshieldca.com). Alternatively, members can use the Blue Shield of California mobile app to access their ID card on their mobile device.

Our focus at this time is ensuring the safety of all affected members and responding to their immediate care needs. As more information becomes available, we will be providing updates.

Please visit our [website](#) for additional updates on plan information and services. For fire status updates and locations, please visit [CalFire](#).

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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