



**BlueCross BlueShield  
of Alabama**

## **Information for Customers Affected by the Recent Tornadoes**

The storms and tornadoes that hit our state on April 27, 2011, have brought tremendous loss and damage to thousands of Alabamians, and many of those impacted include our customers.

Blue Cross and Blue Shield of Alabama has implemented a plan to ensure access to quality medical care and medications for customers affected by this tragic event.

If you are a customer and have been impacted by the storms, please note the following emergency policies that have been established to assist you:

- **Access to prescription drugs:** For prescriptions filled on or after April 27, 2011, all benefit limits related to days supply, quantity, high dollar, and early refill have been suspended for affected customers, allowing prescriptions to process immediately at the time of purchase. If you participate in mail-order delivery, you will be contacted if an alternate address for delivery is needed. If you cannot receive your specialty medications, you will be directed to a local pharmacy for pick-up.
- **Medical supplies:** Members in the affected areas of the storms who have lost medical equipment/supplies, such as glasses/contacts, hearing aids and dentures, may have them replaced as long as their current benefit plan offers coverage for the item that is being replaced. All applicable deductibles and copay/coinsurance will apply.
- **ID cards:** If you have lost your ID card due to the storm, just present your picture ID to receive treatment.
- **Payment Information:** If you are having difficulty receiving or making payments, please see the payment information on the following page.
- **Questions:** If you have questions about these emergency procedures, call Customer Service at **1-888-883-3950** or visit [www.bcbsal.com](http://www.bcbsal.com).

For the most up-to-date information in the weeks to come, please follow us on

[Facebook](#) and [Twitter](#).

*(See next page for Payment Information)*

## PAYMENT INFORMATION

### For Members

If you are unable to receive payments through the mail, we offer services that can assist you and get your payments to you when you need them most. By signing up for direct deposit, your payments are deposited right into your bank account. To sign up for direct deposit, please choose one of the following options (please note: you need your bank account and routing numbers):

1. Sign in to *myBlueCross* at [www.bcbsal.com](http://www.bcbsal.com) (you will need to register if you are not already registered) and select "Direct Deposit Registration" under Manage My Contract.
2. Complete the [Direct Deposit Authorization Agreement](#) and submit it by one of the following methods:
  - **Fax** it to **205-220-2795**
  - **Mail** it to:  
Blue Cross and Blue Shield of Alabama  
ATTN: Treasury Operations  
450 Riverchase Parkway East  
Birmingham, AL 35244-2858

**Please note:** If your premium is unpaid, you may receive a late notice. This notice will include information about payment options. If you are unable to receive mail or have concerns, please contact Customer Service at 1-888-883-3950. For your convenience, you can make a fast, easy, secure payment online through *myBlueCross*.

1. Sign in to *myBlueCross* at [www.bcbsal.com](http://www.bcbsal.com).
2. Under Manage My Contract, select "Review and Pay My Bill."

### For Groups

If you have been affected by the tornadoes on April 27, 2011, and need assistance with payment options, please contact your Customer Accounts Representative. If you cannot receive mail and need assistance with setting up an alternate mailing address, please call us at **1-877-455-1030**.

### For Providers

If you are unable to receive payments through the mail, we offer services that can assist you and get your payments to you when you need them most. By signing up for direct deposit, your payments are deposited right into your bank account. To sign up for direct deposit, please choose one of the following options (please note: you need your bank account and routing numbers):

1. Sign in to **ProviderAccess** at [www.bcbsal.com](http://www.bcbsal.com) (you will need to register if you are not already registered,) and select "Payee Functions," choose your Payee NPI, then select "Register for Direct Deposit."
2. Complete the [Direct Deposit Authorization Agreement](#), and fax it to **205-220-2795**.