



BlueCross BlueShield of Alabama

Media Response
October 10, 2018

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Blue Cross and Blue Shield of Alabama Ensures Access to Medical Care and Medications For Customers Affected by Hurricane Michael

Birmingham, AL – Blue Cross and Blue Shield of Alabama cares about those being affected by Hurricane Michael along the Florida Panhandle, and some include our members. Blue Cross has implemented an emergency plan to ensure access to medical care and medications for our members affected by this storm. We will continue to monitor this situation and provide updates as needed. Currently, the following policies are in place:

Access to prescription drugs: Members affected by the storm will be able to refill their prescriptions early or replace lost or destroyed prescriptions, even if the prescriptions were recently filled. Members who have prescription drugs delivered to their home can arrange to have their medications shipped to an alternate address or can be directed to a local pharmacy for pick-up.

ID cards: Members who have lost their ID cards may use our mobile app to obtain a digital copy of their ID card or visit AlabamaBlue.com and sign in to *myBlueCross* to print out a paper copy of their ID card.

Teladoc: Teladoc is offering access to general medical care at no charge to residents of the evacuation zones impacted by Hurricane Michael, regardless of whether or not the member's group plan has the Teladoc benefit. To receive care, affected members can call the designated hotline at **1-855-764-1727** or visit teladoc.com/Michael for more information.

Emergency Stress Line: Counseling and support services are available to those affected by the storm. Customers can call the emergency stress line at **1-833-848-1763** provided by New Directions, Blue Cross' behavioral health partner.

For Questions: Affected members, who have questions and/or need help finding a provider, accessing care or replacing a lost or destroyed ID card, can call customer service at **1-855-745-0831** or visit AlabamaBlue.com.

About Blue Cross and Blue Shield of Alabama

Blue Cross and Blue Shield of Alabama has insured Alabamians for over 82 years. Blue Cross offers coverage plans to corporations, individuals and the senior market. For more information about Blue Cross, visit AlabamaBlue.com. Connect with us on [Facebook](#), check out our videos on [YouTube](#) and follow us on [Twitter](#) for more up-to-date information.

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