



BlueCross BlueShield of Alabama

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

Birmingham, AL – In light of Hurricane Irma, Blue Cross and Blue Shield of Alabama is proactively helping our customers adversely impacted by the storm. Effective September 6, Blue Cross has implemented an emergency plan to ensure access to medical care and medications for our customers. We will continue to monitor this situation and provide updates as needed. The following guidelines are now in place:

Access to prescription drugs: Blue Cross customers affected by the storm will be able to refill their prescriptions early or replace lost or destroyed prescriptions, even if the prescription was recently filled. Blue Cross customers who participate in mail-order delivery will be contacted if an alternate address for delivery is needed. If members cannot receive their specialty medications, they are being directed to a local pharmacy for pick-up.

Waiver of prior approval: Blue Cross customers who reside in areas affected by the storm may receive required precertification medical services without prior approval.

ID cards: Blue Cross members who have lost their ID cards due to the storm can have a replacement ID card mailed to a temporary address – or have their medical provider contact us to verify their eligibility – by calling Customer Service at 1-855-745-0831. Affected members may also use our mobile app or visit *myBlueCross* at AlabamaBlue.com to obtain a digital copy or print out a paper copy of their ID card.

Out-of-Network Services: Services rendered by out-of-network providers will process at the in-network level of benefits.

Cancellation Holds: No member policies will be canceled due to non-payment of premium.

Emergency Stress Line: Counseling and support services are available to those affected by the storm. Customers can call the emergency stress line at 1-800-843-6514 provided by New Directions, Blue Cross' behavioral health partner.

For Questions: Customers with questions about Blue Cross and Blue Shield of Alabama's emergency procedures can call the customer service number on the back of their ID card, call 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 81 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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