

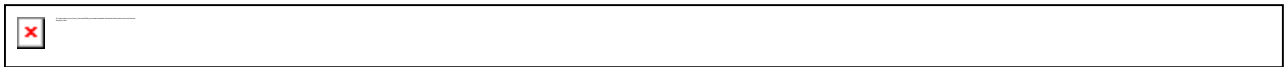
## Kimberly Winn

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**From:** Employer Connection at Blue Shield of California <Employer.Connection2@info.blueshieldca.com>  
**Sent:** Wednesday, July 31, 2024 3:01 PM  
**To:** Nicole Mata  
**Subject:** Resources and support during wildfires

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At Blue Shield of California, we are committed to supporting our members during challenging times, especially those affected by wildfires. We understand the difficulties you and your employees may face and are here to help. Here are the key resources available to assist those impacted:

- **Immediate Prescription Refills:** Members in mandatory evacuation zones can receive immediate refills of their prescriptions, even if they are not yet due for a refill.
- **Continuity of Care:** Blue Shield Medical Care Solutions will proactively reach out to members enrolled in care and disease management programs in mandatory evacuation zones to ensure they continue receiving the care they need.
- **Virtual Care Options Members** can access various telehealth services, including Teladoc and NurseHelp 24/7<sup>SM</sup>. Visit [blueshieldca.com](https://www.blueshieldca.com) to review the specific virtual care options available under your plan.
- **Mental Health Support** Our mental health service administrator provides free access to resources, materials, and counseling services through a dedicated hotline: (800) 327-7451.
- **Vision Plan Assistance** Vision plan members in affected areas who have lost or broken eyewear may be eligible for replacement lenses

and/or frames. For assistance, call Vision Customer Service at (877) 601-9083 (TTY: 711) during operating hours, Monday through Friday, 8 a.m. to 5 p.m. PST.

- **Out-of-Network Provider Access** Displaced members can see an appropriate out-of-network provider at in-network benefit levels and can replace medical equipment and supplies if needed.
- **Member Identification (ID) Card Replacement** If members have lost their ID card, they can view and print a new card by logging into their online account at [www.blueshieldca.com/login](http://www.blueshieldca.com/login). Alternatively, the Blue Shield of California mobile app allows access to the ID card on mobile devices.

If a member needs assistance, please have them call the Customer Service number on the back of their ID card. We want to respond to the urgent needs of all affected members.

## Stay Informed

We will continue to monitor the situation and provide updates as needed. Please visit [Blue Shield of California Wildfire Assistance](#) for the latest information and additional resources.

For fire status updates and locations, please visit [CalFire](#).

Learn about the air quality in your group's area and encourage employers to do so as well - <https://www.airnow.gov>.

In times like these, it is important to work together.

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