



**BlueCross BlueShield  
of Illinois**

## **Natural Disaster Update: Communicating to Members**

In preparation for wildfires and tropical storms, we are contacting your members in impacted states to give them information to help with health care needs during this time. Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>) users who are living in declared disaster areas will receive the following information in the portal on Thursday:

### **Getting Care**

If you are affected by these natural disasters, we can help you:

1. Find a doctor or hospital
2. Coordinate or transition your care
3. Get a member ID card

In the coming days, you may get a phone call from a BCBSIL representative. This call is to answer any questions and help link you to resources like [FEMA](#) and [American Red Cross](#).

### **Ways to Get Care**

If your injury or illness is serious, call 911 or go to the nearest hospital right away. Please bring your BCBSIL member ID card along when you get care. If you don't have one, you can:

- Call your plan's customer service number. Provide either your Social Security number, or your name and date of birth so our customer advocates can help you.
- Print a temporary card, which can be accessed on BAM.

Our goal is to serve your health care coverage needs through all of life's changes, and this is certainly a big one. If you have any questions, please reach out to us. We are here and ready to help.

**Blue Access for Members:** [bcbsil.com/member](https://www.bcbsil.com/member)

**Customer Service Number:** <https://www.bcbsil.com/company-info/alerts-announcements/natural-disaster>

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