



remain unstoppable.



There are wildfires underway in Sonoma County. We are working hard to ensure the safety and care of all Blue Shield of California members during this difficult time.

[We are sending you this email because you are in an affected ZIP code.](#)

**Here is how we can help**

- Members who need immediate assistance should call the customer service phone number, **(800) 393-6130 (TTY: 711)**.
- We are allowing the immediate refill of prescriptions for members in mandatory evacuation zones even if they are not due to be refilled.
- Blue Shield Medical Care Solutions will reach out to members in care and disease management programs in mandatory evacuation areas to ensure continuity of care.
- Magellan Health, Blue Shield's contracted managed care plan for behavioral health services, is providing free access to resources, materials and counseling services through its dedicated hotline: (800) 327-7451.
- Blue Shield vision plan members in fire areas can get a replacement pair of lost or broken glasses and can use non-network providers as needed with claims paid at network costs. Please contact Vision Customer Service for assistance at (877) 601-9083.

- Members who may have lost or misplaced their identification card can print a new card on our website at [blueshieldca.com](https://blueshieldca.com). Alternatively, members can use the Blue Shield of California mobile app to access their ID card on their mobile device.

Our focus at this time is ensuring the safety of all affected members and responding to their immediate care needs. As more information becomes available, we will be providing updates.

Please visit our [website](#) for additional updates on plan information and services. For fire status updates and locations, please visit [CalFire](#).

In times like these, it is important to work together. As your health plan, we want you to know that access to the care you need is our top priority.

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