



**be safe.
be prepared.**

Hurricane preparedness information from the Cross and Shield

BEFORE THE STORM:

Before Louisiana is threatened by a hurricane, take these simple steps to prepare yourself and to protect your healthcare information.

- Gather copies of your important healthcare documents, including:
 - o Blue Cross ID card
 - o Blue Health Record, your claims-based health record available free online by logging in to your account at www.bcbsla.com or by calling Blue Cross Customer Service
 - o other health records, such as immunization records
 - o list of prescription medications, including dosage and strength
 - o list of your current physicians, their specialties and contact information
 - o personal family information, including names and dates of birth
 - o name and contact information for an out-of-state emergency contact
- Store these documents in a safe place, such as:
 - o in a small, portable fireproof/waterproof safe
 - o with a trusted relative or friend who lives outside the danger zone
 - o at a secure online storage site
- Create a Personal Health Record (PHR)
 - o Add your own healthcare information such as scanned member ID cards, prescription records, physicians' contact info, family members' names and birthdates, immunization records and emergency contacts.
 - o Your PHR is stored safely and accessible online 24 hours a day from any internet-connected computer.
 - o With your permission, doctors or hospital personnel can access your PHR.
 - o Your PHR belongs to you and stays with you at no charge even if you go to another insurance carrier.



REASONS YOUR BLUE HEALTH RECORD IS IMPORTANT

- 1 Your claims-based health record gives physicians who are seeing you for the first time important information about your health.
- 2 It shows each "episode" of care and the treatment received over a three-year period.

- Register for your account at www.bcbsla.com. This online service is **free** to join, and you can view and print your Blue Health Record, access your PHR, review claims status, update account information and access your benefit information.
- Keep several days' worth of your prescription medications on hand in case you are unable to reach a pharmacy.
- Learn who the group insurance contact is at your office and how to contact this person in an emergency.
- Complete **Authorized Delegate Forms** for covered family members who are older than 18. Without this form, our Customer Service representatives cannot discuss the health information of these family members with you. The form is available for printing at www.bcbsla.com; log in to your account, click on "My Plan" then click on "Forms."
- Complete the attached *Be Safe. Be Prepared.* card and carry it in your wallet or with your file of important health documents. If you need more space, use an extra piece of paper and fold it inside your card.

- 3 It lists the prescriptions you are currently taking and have taken and gives the name and phone number of the prescribing physician.
- 4 You can also print stand-alone records of your lab tests, prescriptions and immunizations.
- 5 You can read or print your Blue Health Record from any internet-connected computer if you travel or evacuate.



AFTER THE STORM:

- Check our website, www.bcbsla.com, often. In case of a major hurricane or other disaster, the website will have information about what Blue Cross is doing and how we are helping our customers.
- If you do not have access to the internet, you can reach Blue Cross by calling toll-free 1.800.599.BLUE (2583) during regular business hours, 8 a.m. to 5 p.m.
- Share your temporary address with Blue Cross if you will be living away from home for some time. You can change your address by logging in to your account at www.bcbsla.com or by calling 1.800.599.BLUE (2583).
- To learn more about hospitals in other parts of the state (if you have evacuated), go to www.bcbsla.com and choose “Find a Doctor” to use our hospital research tools.
- If you are paying your premium without your payment notice, include your policy number with your premium payment.

important phone numbers and websites:

Customer Service

Call the number on your ID card or 1.800.599.BLUE (2583).
Use our secure online inquiry form for 24/7 customer service.
www.bcbsla.com > Contact Us > Customer Service

Regional Offices

Alexandria • 318.448.1660
Baton Rouge • 225.295.2556
Houma • 985.223.3499
Lafayette • 337.232.7527
Lake Charles • 337.562.0595
Monroe • 318.323.1479
New Orleans • 504.832.5800
Shreveport • 318.795.0573

www.bcbsla.com

www.fema.gov

www.redcross.org

www.getagameplan.org



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