



**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 health care information.

- Gather copies of your important health care documents, including:
 - o Blue Cross ID card
 - o claims-based health record, which is available free online through AccessBlue or by calling Blue Cross Customer Service
 - o personal health records such as immunization records
 - o list of prescription medications, including dosage and strength
 - o list of your current physicians and their specialties
 - o personal family information, including names and dates of birth
- 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



REASONS YOUR CLAIMS-BASED HEALTH RECORD IS IMPORTANT

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

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- Sign up for AccessBlue at www.bcbsla.com. With this **free** online service, you can view and print your claims-based health history, review claims status and update personal 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; just click on the "Customer" pull-down menu and then click on "Forms for Members."
 - 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.



It lists the prescriptions you are currently taking and have taken and gives the name and phone number of the prescribing physician.



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 5:30 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 using AccessBlue at www.bcbsla.com or by calling 1-800-599-BLUE (2583).
 - Visit www.healthcarefacts.org (select Blue Cross and Blue Shield of Louisiana from the drop down menu) to learn more about hospitals in other parts of the state if you have evacuated.
 - If you are paying your premium without your payment notice, include your policy number with your premium payment.
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important phone numbers and websites:

Customer Service

Call the number on the back of your ID card or 1-800-599-BLUE (2583).

District Offices

Alexandria • 318-448-1660

Baton Rouge • 225-291-5370

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

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Blue Cross and Blue Shield of Louisiana is an independent licensee of the Blue Cross and Blue Shield Association and is incorporated as Louisiana Health Service & Indemnity Company.

www.bcbsla.com

Emergency health information for:

Name: _____

Phone: _____

My health insurance is with: _____

My policy number is: _____

My doctor is: _____

My pharmacy is: _____

My emergency contact is: _____

My emergency contact's number is: _____

My employer is: _____

My serious medical conditions are: _____

My medications are: _____