



January 9, 2025: Blue Shield of California Offers Assistance to Members Affected by Southern California Fires

We continue to be alert and ready for fire season and natural disasters in California.

[NEWS](#)

JANUARY 9, 2025: BLUE SHIELD OF CALIFORNIA OFFERS ASSISTANCE TO MEMBERS AFFECTED BY SOUTHERN CALIFORNIA FIRES

We are dedicated to the safety and care of Blue Shield of California members.

JANUARY 09, 2025

Blue Shield of California is, as always, working hard to ensure the safety and care of all Blue Shield of California members. For information on California Office of Emergency Services resources, please visit [CALOES](#). For information on fire updates, please visit [CalFire](#).

As of January 9, mandatory evacuations have been ordered for the following county, in various zip codes:

Los Angeles County - Palisades, Hurst, Eaton and Sunset Fires

How to access the care you need as a member of Blue Shield of California:

Medications

- If you have pharmacy benefits with Blue Shield of California, in case of mandatory evacuation, we allow the immediate refill of prescription medications for members with prescription drug benefits – even if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call us at the number on your Blue Shield member ID card for more information.
- For Medicare members: In case of mandatory evacuation, we allow the immediate refill of prescription medications for members with prescription drug benefits – even if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call us at the number on your Blue Shield member ID card for more information.

Care Management

- Are you enrolled in a care and disease management program? If you need to evacuate, contact your case manager or call the number on your Blue Shield member ID card to ensure your care isn't interrupted.

Virtual Care

- Virtual care is available anytime, anywhere. It's included with most Blue Shield plans.
 - Teladoc connects you with a doctor by phone or video and is available 24 hours a day. Call 1-800-TELADOC (800-835-2362).
 - NurseHelp 24/7SM offers advice from a registered nurse at any time.
Call (877) 304-0504 (TTY: 711).
 - Please visit [blueshieldca.com](#) and login to your online account to view your plan details.

Mental Health

- If you have mental health benefits, you can access resources such as counseling through Blue Shield's mental health service administrator (MHSA). For help, call the hotline at (800) 327-7451 (TTY: 711), 24 hours a day, seven days a week.

- For Medicare members: If you have mental health benefits, you can access resources such as counseling through Blue Shield's mental health service administrator (MHSA). For help, call (800) 985-2398 (TTY: 711), Monday to Friday, 8:00 a.m. to 5:00 p.m. PST.
- For Medicare Advantage Dual Special Needs Plans (DSNP) members: If you have mental health benefits, you can access resources such as counseling by calling Blue Shield Care Management at (888) 548-5765 (TTY: 711), Monday to Friday, 8:00 a.m. to 6:00 p.m. PST.
- For Administrative Services Only (ASO) members: If you have mental health benefits, you can access resources such as counseling by calling the phone number on your Blue Shield member ID card.

Vision Plans

- Vision plan members in an affected area can get replacement contacts or frames. If needed, you can use out-of-network providers at in-network costs. For help, call (877) 601-9083 (TTY: 711) Monday through Saturday, 5:00 a.m. to 8:00 p.m. PST and Sunday 8:00 a.m. to 5:00 p.m. PST.
- For Medicare members: Vision plan members in an affected area can get replacement contacts or frames. If needed, you can use out-of-network providers at in-network costs. For help, call (855) 492-9028 (TTY: 711) Monday through Saturday, 8:00 a.m. to 8:00 p.m. PST.

Displacement

- If you have been displaced, you may seek care through an out-of-network provider at in-network benefit levels. You may also replace medical equipment and supplies if needed.

Accessing Member ID Cards

- Lost your Blue Shield ID card? You can view it online by logging in to your online account and clicking on ID card. You can also access your digital ID card through the Blue Shield app. Just log in and select ID card.

More Information

- For more information or help, please call Customer Service at the number on your Blue Shield ID card.
 - Commercial members: (800) 393-6130 (TTY: 711).
 - Medicare members: (800) 776-4466 (TTY: 711), 8 a.m. to 8 p.m., seven days a week.
 - Medicare Advantage Dual Special Needs Plans (DSNP): (800) 452-4413 (TTY: 711), 8 a.m. to 8 p.m., seven days a week.

For members of Blue Shield of California Promise Health Plan:

Medications

In case of mandatory evacuation, we allow the immediate refill of prescription medications for members with prescription drug benefits – even if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call us at the number on your Blue Shield member ID card for more information.

Care Management

- If you are enrolled in a care management program and you need to evacuate, contact Customer Service for help, you can call:
 - LA Care: (800) 605-2556 (TTY: 711) from 8 a.m. to 6 p.m., weekdays, to ensure your care isn't interrupted.
 - San Diego Promise: (855) 699-5557 (TTY: 711) from 8 a.m. to 6 p.m., weekdays, to ensure your care isn't interrupted.

Virtual Care

- Virtual care is available anytime, anywhere.
 - Teladoc connects you with a doctor by phone or video, 24 hours a day. Call 1-800-TELADOC (800-835-2362).
 - Nurse Advice Line offers advice from a registered nurse anytime. You can call toll-free at (800) 609-4166 (TTY: 711) to talk to a nurse, day or night.

Mental Health

- You can call Behavioral Health Services at:
 - San Diego Promise: (855) 321-2211 (TTY: 711) from 8 a.m. to 8 p.m., weekdays.
 - LA Care: (855) 765-9701 (TTY: 711) from 8 a.m. to 8 p.m., weekdays.
 - For mental health crises, call the National Suicide Prevention Lifeline at (800) 273-8255 (TTY: 711) 24 hours a day, 7 days a week.

Vision Plans

- Medi-Cal LA & SD Vision plan members in an affected area can get replacement contacts or frames. If needed, you can use out-of-network providers at in-network costs. For help, call Vision Customer Service at (855) 492-9028 (TTY: 711). Monday through Saturday, 8:00 am – 8:00 pm PST.

Unplanned Move

- If you had to leave your home area, you may seek an out-of-network provider at in-network benefit levels. You may also replace medical equipment and supplies if needed.

Blue Shield Member ID Cards

If you have lost your Blue Shield member ID card. You can view and print your card from our website at blueshieldca.com/promise.

More Information

- We are here to help. You can call Customer Service at:
 - San Diego Promise: (855) 699-5557 (TTY: 711) from 8 a.m. to 6 p.m., weekdays.
 - LA Care: (800) 605-2556 (TTY: 711) from 8 a.m. to 6 p.m., weekdays.
- In the event of an emergency in your area, please visit blueshieldca.com/promise for updates on plan services.

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.