



## **BlueCross BlueShield of Alabama**

**FOR IMMEDIATE RELEASE  
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### **Blue Cross Ensures Access to Medical Care and Medications For Customers Affected by Recent Tornadoes Company Supports Alabama Tornado Relief Funds**

**Birmingham, Ala.** – The recent storms and tornadoes have brought tremendous loss and damage to thousands of Alabamians, and many of those impacted include our customers. In response, Blue Cross has implemented an emergency plan to ensure access to medical care and medications for customers affected by this tragic event. Currently, the following policies are in place:

**Access to prescription drugs:** Blue Cross customers affected by the storms will be able to refill their prescriptions early or replace lost or destroyed prescriptions. All prescription benefit limits, related to days supply, quantity, high dollar, and early refill, have been suspended for affected members, allowing prescriptions to process immediately at the time of purchase. Blue Cross customers who participate in mail-order delivery will be contacted if an alternate address for delivery is needed. If members cannot receive their specialty medications, they are being directed to a local pharmacy for pick-up.

**Waiver of prior approval:** Blue Cross customers affected by the storms may receive medical services without prior approval at any hospital in the geographic areas affected by the storms.

**ID cards:** Blue Cross members who have lost their ID cards due to the storms only need to present a picture ID to receive medical treatment.

**For questions:** Affected customers with questions about Blue Cross and Blue Shield of Alabama's emergency procedures can call customer service at 1-888-883-3950 or visit [www.bcbsal.com](http://www.bcbsal.com).

**Tornado relief funds:** Blue Cross and Blue Shield of Alabama is also making a \$500,000 contribution to disaster recovery efforts including the American Red Cross, Governor Robert Bentley's Emergency Relief Fund and the Salvation Army.

Blue Cross and Blue Shield of Alabama has insured Alabamians for 75 years. Blue Cross offers coverage plans to corporations, individuals and the senior market.

Blue Cross and Blue Shield of Alabama is an independent licensee of the Blue Cross and Blue Shield Association.

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