



## EMERGENCY EVACUATION MEDICAL INFORMATION

Special arrangements have been made to assist our members of the Health and Employee Benefits Pool in the event of an official evacuation. If your county has officially been declared by the Governor's office to evacuate, we will notify Blue Cross Blue Shield and Navitus Health Solutions so they are ready to assist those that are faced with emergency medical situations. In the event you have to leave your home and need assistance with getting your prescription refilled or medical care in an unfamiliar community, we are here to assist you. Please keep the following information where it can be referred to in the event of an emergency evacuation.

### **KEEP YOUR HEALTH PLAN ID CARD WITH YOU:**

The information on this cards is necessary to get you the care that you need with minimal disruption. BlueCross Blue Shield of Texas and Navitus are both nationwide networks and a customer service number for each is provided on the back of your card.

### **FOR CUSTOMERS OF CHAIN PHARMACIES:**

If you have your prescriptions at a large CHAIN pharmacy (i.e.; Wal-Mart, Walgreens, Brookshire Brothers, HEB, CVS, etc.), you should be able to go to the local branch of that chain pharmacy and have your prescription transferred to your current location for filling. Once you return home, you will need to have it transferred back to your regular pharmacy. If there are no local branches accessible to you, please follow the instructions below.

### **FOR CUSTOMERS OF LOCAL PHARMACIES:**

If you have your prescriptions at a local pharmacy that is closed or is not accessible to you due to the evacuation, you will need to have a doctor call in a new prescription to a pharmacy where you are located, or to the Costco mail order facility. If you want to use the Costco mail order pharmacy, please have an address ready where the medicine can be sent. If you cannot reach your local doctor to call in a prescription, you can see a doctor where you are located. Blue Cross Blue Shield of Texas has made your health care records electronically available to physicians across the state so that you can continue to receive excellent health care while you are away from home.

### **FOR SPECIALTY PHARMACY CUSTOMERS:**

Cold Pack medicines are shipped via UPS. Please call Lumicera Health Services at 855-847-3553 .

### **IMPORTANT NUMBERS:**

**Navitus Health Solutions Customer Care:** To temporarily change your address if you need mail order prescriptions delivered to your current location, call 866-333-2757.

**Costco Mail Order Pharmacy:** For doctor to fax in a prescription: 800-633-0334  
For doctor to call in a prescription: 800-607-6871

**Blue Cross Blue Shield of Texas Customer Service:** 800-521-2227

**Texas Association of Counties Health and Employee Benefits:** 800-456-5974