



**BlueCross BlueShield  
of Illinois**

## Texas Ice Storm Update

With the ice storm hitting many parts of Texas, we want to send a reminder that BCBSIL natural disaster resources are available. We are providing members with information to help with their health care needs during this time.

### **Getting Care During a Natural Disaster**

This ice storm may impact you, your friends or your loved ones. We know that recovering is never easy. If you are affected by severe weather, we can help you:

- Find a doctor or hospital
- Coordinate or transition your care
- Get a member ID card

### **Ways to Get Care**

If your injury or illness is serious, call 911 or go to the nearest hospital right away. Please bring your BCBSIL member ID card along when you get care. If you don't have one, you can:

- Call your BCBS Plan's customer service number (1-866-491-4911):
  - Provide either your Social Security number or your name and date of birth so that our customer advocates can help you
- Print a temporary card on <http://www.bcbsil.com/sysco>

Our goal is to serve your health care coverage needs through all of life's changes — and this is certainly a big one. If you have any questions, please reach out to us. We are here and ready to help.

### **Blue Access for Members**

BCBSIL: [bcbsil.com/member](http://bcbsil.com/member)

### **Natural Disaster Information:**

BCBSIL: <https://www.bcbsil.com/company-info/alerts-announcements/natural-disaster>

*BCBSIL Customer Advocates will be able to warm transfer Sysco associates over to ESI with any pharmacy concerns.*