

Affected by Hurricane Harvey? Get care, medication and emotional support.

For all Texas-based associates affected by Hurricane Harvey: If you are enrolled in a BMC-sponsored medical plan, you have the following resources available to you through BlueCross BlueShield (the medical plan administrator) Express Scripts (the prescription drug administrator), and Magellan Assist (the Employee Assistance Program provider):

- **Benefits Value Advisors** are standing by to help you find a provider or facility that fits your medical care needs, budget and current location. To contact a Benefits Value Advisor call the number on the back of your medical ID card. If you do not have a medical ID card or you need to contact BlueCross BlueShield, please call 1-800-521-2227
- **Telehealth through MDLIVE** is providing medical consultations* (via phone or video chat), at no cost to you, now through September 8. Log on to www3.mdlive.com/harveyem and enter Promo Code: **HARVEY** or call MDLIVE at 1-888-959-9516. *One per person, one-time use.
- **Express Scripts'** customer service team is standing by and will do all they can to ensure that you receive your medications, including:
 - o Allowing you to get early fills or an emergency fill at a retail pharmacy, when mail order medications cannot be delivered. If you need to fill a medication that has been lost or damaged, the pharmacy will complete an immediate refill order.
 - o Calling those that have ordered a specialty medication and re-routing the medication to an alternate address that you request.
 - o Engaging additional logistics delivery vendors to help deliver medications to any safe locations, including meeting you anywhere possible — from shelters to grocery stores to street corners. You must show identification.

Log on to the Express Scripts' [website](#) or call 1-866-577-2523.

- **Employee Assistance Program (EAP)** counselors are available to provide help and support as you deal with feelings of grief, despair, and frustration — all normal reactions after the flood waters recede. For confidential assistance, call 1-800-327-1393 to speak with a counselor 24 hours a day, seven days a week. Visit [Other Resources/Services](#) for information on coping with floods. Additional information, self-help tools, and other resources are available online on the Magellan Healthcare member [website](#).
- **The BMC 401(k) Plan** allows you take funds from your 401(k) account in times of financial need, either through loans or withdrawals. Log on to the [401\(k\) site](#) and click on the **Withdraw/Borrow** tab, or call Fidelity at 1-866-546-4424.