

# Welcome to Anthem

## Understanding your ID card

Welcome to the family! You likely have many questions and your member identification (ID) card is a critical part of that discussion. We know the peace of mind your ID card brings you and your loved ones. For your convenience, your medical (Anthem) and pharmacy (Express Scripts) benefits have been combined into one ID card which contains important information for both you *and* your doctor. We want to be sure you know what to expect, so here's a sample ID card with easy to follow explanations.<sup>1</sup>

Front

Logo

- Member name (First Middle Last)
- Identification number
- Prefix

Group/product Information

**Anthem.**  
BlueCross BlueShield

**MEMBER FIRST NAME**  
**MEMBER LAST NAME**

Identification Number  
**XXX123X5678X**



Group No. 2999999XX  
BIN: XXXXXX

Plan Code: XXX/XXX

**UNIVERSITY OF LOUISVILLE.**

PCP: PCP NAME

MEDICAL PRODUCT, \$XX/XX  
PHARMACY PRODUCT \$XX/XX/XX

Primary care doctor's name and information, if applicable

Copay and coverage information

PPO symbol and prescription drug logo, if applicable

Back

Logo

Claims mailing addresses

**Anthem.**  
BlueCross BlueShield

Providers: If Medicare is primary, pre certification is not required.

Please file medical claims with the Blue Cross and Blue Shield plan in the state where the services are rendered. If Medicare is primary, file claims to Medicare.

View provider listings, benefits, claims, and health and wellness information 24 hours a day 7 days a week by visiting [anthem.com](http://anthem.com).

Possession of this card does not guarantee eligibility for benefits.

anthem.com

Member Services	1-855-747-1137
24/7 NurseLine	1-888-279-5378
Pre Certification	1-866-643-7087
Coverage While Traveling	1-800-810-2583
International Assistance	1-804-673-1177
ESI Member Services*	1-800-298-6890
Pharmacist use only-ESI*	1-800-235-4357
ESI TDD*	1-800-899-2114

\*Contracts directly with group

Anthem Blue Cross and Blue Shield, an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims. Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Kentucky, Inc.

Pharmacy Benefits Administrator  
Contracts directly with group

Web address

Phone numbers

Your permanent ID card should arrive about two weeks prior to your effective date. Should you need to access health care services before your ID card arrives, contact your designated member services team at **855.747.1137**.

<sup>1</sup> The image simulates a member ID card. Your actual card may vary slightly from this template depending upon your particular plan.