

## Understanding your member ID card

Your ticket to healthcare

### Good things come in small packages

Need proof? Just look at your Arkansas Blue Cross and Blue Shield member ID card.

This little card provides big benefits. Your ID card is packed with information that helps you get the most value from your health plan. You'll use it **every time you get care**.

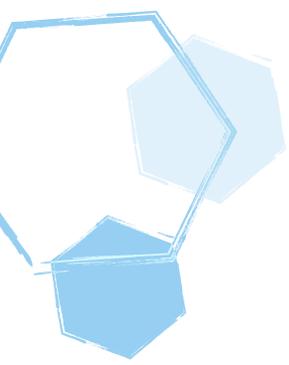
Your card may look slightly different than this example, depending on the health plan you have.

 Arkansas BlueCross BlueShield		METALLIC True BLUE PPO	
Member Name: <b>JOHN L DOE</b>		Member DOB: <b>10/04/1975</b>	
<b>1</b>	Member ID: <b>ZZZ123456789</b>	Group #: <b>GG987654321</b>	<b>5</b>
<b>2</b>	RxBIN: <b>123456</b> RxPCN: <b>ADV</b> RxGRP: <b>RX0000</b>	Deductible: <b>\$6600</b>	<b>6</b>
<b>3</b>	RxCopay: <b>\$0/\$25/50%/50%/50%</b>	Copay: <b>\$40 PCP</b>	<b>7</b>
<b>4</b>	RxDDED: <b>\$400</b>	Coins: <b>20%</b>	<b>8</b>
		<b>Silver</b>	<b>9</b>
			<b>10</b>

### What's on the FRONT?

Important Info – Healthcare providers use these elements to apply your health plan's benefits and file your claims with us:

- Member ID Number** – This is your unique identifier and helps us keep track of who you are and how your claims should be paid
- RX Categories** – Used by pharmacies to determine what's covered, apply your discount and file your claims
- RX Copay** – Tells pharmacies your share of the cost of each prescription
- RX Deductible** – Amount you must pay for prescriptions before your pharmacy benefits kick in
- Group Number** – Connects you with your specific health plan's benefits
- Deductible** – The amount you typically must pay to providers for services before your benefit plan starts paying its share of covered expenses
- Copay** – A fixed amount you pay for a covered service
- Coinsurance** – Once you've paid your deductible, you may also pay a percentage of the allowance, allowable charge or maximum allowable charge; your percentage share is called "coinsurance"
- Type of Plan** – Identifies a specific health benefit structure
- PPO Suitcase** – Says you can visit providers in the national BlueCard® network when you're away from home and if there is an empty suitcase or no suitcase on your ID card, there may be additional restrictions



Arkansas  
**BlueCross BlueShield**

**Providers:** File all claims with local Blue Cross and/or Blue Shield Plan; please refer to the website for services requiring prior approval.

**Members:** Refer to your benefit booklet for covered services and for services that require prior approval. Possession of this card does not guarantee eligibility for benefits.

**arkansasbluecross.com**

Customer Service: **800-800-4298**

Pharmacy Customer Service: **800-969-3983**

PPO Provider Locator: **800-810-2583**

BlueCard® Eligibility: **800-676-BLUE**

Pharmacist Helpline: **800-364-6331**

Prior Approval: **800-558-3865**

Virtual Doctor Visits: **MyVirtualHealth.com**

**Arkansas Blue Cross and Blue Shield**

P.O. Box 2181

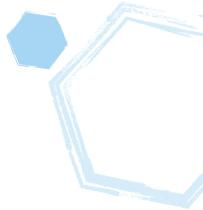
Little Rock AR 72203-2181

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## What's on the BACK?

Important Contacts – Although information on the back of your ID card will vary this is your go-to reference when you have questions or need help for things such as:

- **Customer Service** – For inquiries in areas ranging from medical claims to choosing a doctor
- **Pharmacy Customer Service** – Questions related to your prescription drug benefits and claims
- **PPO Provider Locator** – Help finding an in-network doctor or hospital when you're away from home
- **BlueCard® Eligibility** – For questions about your coverage for out-of-state care
- **Pharmacist Helpline** – For questions about medications and their effects
- **Out-of-State/Out-of-Network Pre-Notification** – To report planned care or medical services that will take place outside your state or your health plan's network
- **Virtual Doctor Visits** - For nonemergencies 24/7; Activation required
- **Our main mailing address** – But don't forget: No matter where you live in Arkansas there's a convenient ArkansasBlue welcome center nearby



## Got a smartphone?

Then your digital member ID card can be at your fingertips anytime and anywhere.

Forgot your wallet? Dog ate your ID card?

No worries. Sign in or register for Blueprint Portal at [blueprintportal.com](http://blueprintportal.com) for 24/7 access. Go to Menu and then ID Cards to view your digital member ID card.

It's quick and convenient, and it's always there.



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