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NEW YORK Provider Communications

Electronic Member ID Cards: Online option available on Availity

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In the [October 2017 issue of Network Update](#), Empire informed you about our mobile app called Empire Anywhere that allows members to manage their benefits on their smart phones, including electronic copies of their ID cards. We want to ensure a member's request for electronic ID card meets a provider's office needs. If presented with an electronic card, you may still obtain a copy of the ID card for your records.

Since fall 2017, we began allowing members the *option* to choose electronic cards only. If the member chooses this option, he/she will not receive a hard copy card. Members will continue to have the option of selecting a hard copy card if that is their preference.

Provider options for obtaining a copy of an electronic Member ID card:

- **Email or Fax:**
 - Members can email/fax the card from his/her phone. When members are viewing their ID Card on their phone, they will select the **Share icon** and forward the card via email or fax.
- **Online:**
 - Providers also have the option to view Empire Member ID Cards online (and print if needed) from the Availity Web Portal when conducting an Eligibility and Benefits (E&B) Inquiry. From the E&B Results page, select the blue button titled **View Member ID Card**.

Note: as with all E&B Inquiries on Availity, providers must have the member ID number (including the three-character prefix).

Members are still required to have a copy of their card in one format or another, whether hard copy or electronic, in order for services to be rendered. *See our Quick Reference Guide, for further details.*

URL: <https://providernews.empireblue.com/article/electronic-member-id-cards-online-option-available-on-availability>

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