

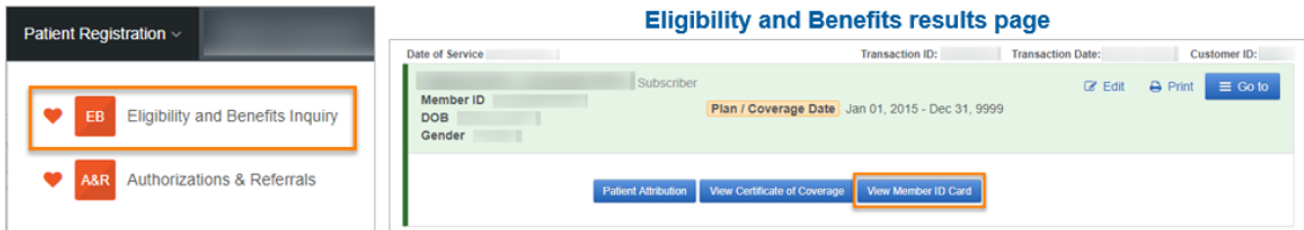
## Electronic member ID cards available on the Availity Portal

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Anthem Blue Cross and Blue Shield (Anthem) offers you the ability to have a copy of the member’s ID card without having to physically handle the member’s card. This easy, low-touch access to view a member’s ID card is available from the Availity Portal.

### Accessing via the Availity Portal

When conducting an eligibility and benefits (E&B) inquiry for Anthem members via [Availity](#), **select Patient Registration | Eligibility and Benefits Inquiry** and complete the required eligibility and benefits fields. From the *Eligibility and Benefits results page*, simply select **View Member ID Card**. Note: the Availity Portal requires you to enter the member’s ID number as well as a date of birth, **or** the member’s first and last name into the search options in order to submit an E&B inquiry.



Images of both the front and back of the member ID card are available, allowing you to get all of the pertinent information without the need to make a phone call. The images can be saved directly to your practice management system as PDF files.

### Accessing via the member’s mobile app

Another option available is to access the member’s digital version of their ID card as many members have transitioned to using a digital card instead of a paper card. Members are able to email or fax a copy of the electronic ID card from their phone/app.

We encourage you to integrate these options into your workflow now.

**URL:** <https://providernews.anthem.com/nevada/article/electronic-member-id-cards-available-on-the-availity-portal-5>

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