



An Anthem Company

## NEW YORK Provider Communications

### Medicare Advantage Group Retiree Member Eligibility, Alpha Prefix FAQ

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#### How do I check eligibility and benefits for these members?

**Online** — Eligibility, benefits, claims, links to secure messaging, commonly used forms and remit information are all available through the Availity\* Portal at <https://www.availity.com>. For questions on access and registration, call Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**. Availity Client Services is available Monday through Friday, 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.

**Phone** — Call the Provider Service number on the back of the member's ID card. You may also verify a member's eligibility by calling the BlueCard Eligibility Line at **1-800-676-BLUE (2583)** and providing the member's three-digit alpha prefix located on the ID card.

As new members enroll in Group Retiree Medicare Advantage plans under Empire BlueCross BlueShield, they will receive new ID cards. Additionally, existing members may receive new ID cards as a result of benefit changes. Please continue to check member ID cards to ensure you have the most up-to-date eligibility and benefit information.

Please note that we are experiencing an unusually high volume of changes for an effective date of January 1, 2021. Many of the changes do not affect member prefix, member ID or benefits, but some changes will. Because of this, we encourage providers to request a copy of the member's ID card, particularly at the beginning of the year when members may have new ID cards.

#### What are the alpha prefixes for Group Retiree Medicare Advantage PPO members?

- AFJ
- CBH
- MEW, MBL

- VAY, VGD
- WSP, WZV
- XLU, XNS
- YVK, YGZ
- ZDX, ZMX, ZVR, ZVZ

\* Availity, LLC is an independent company providing administrative support services on behalf of Empire BlueCross BlueShield.

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