

Member identification cards streamlined

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Beginning July 1, 2018, we will introduce a streamlined member identification (ID) card to help reduce confusion about member cost share. The updated member ID card will maintain the current style, but specific cost share information (such as copays or coinsurance) will be removed from the card.

Providers can access Availity and the electronic data interchange (EDI) to verify member benefits and obtain the most up-to-date cost share information for a member's plan. If a member presents an older ID card with outdated benefits at the provider office, it can create confusion about member cost share.

As the streamlined ID card is adopted, it will help reduce misunderstandings around cost share. Additionally, members will be encouraged to learn more about their benefits through our digital and online tools, and can retain their card for as long as they remain in the same product plan, regardless of changes to cost share information.

As a reminder, members can now view, download, email, and fax an electronic version of their member ID card using the Anthem Anywhere mobile app. Electronic ID cards will also be updated as described above.

Please note, this update does not apply to National Accounts, Federal Employee Program® (FEP®), Medicaid or Medicare plans.

For questions, please contact the provider service number on the back of the member's ID card.

URL: <https://providernews.anthem.com/connecticut/article/member-identification-cards-streamlined>

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