

## New Year Brings New ID Cards - and New ID Numbers - for Many Anthem Members

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As we continue to consolidate our internal claims processing systems into one common platform to help streamline business operations, we assigned a *new identification number and ID card effective January 1, 2019*, for many of our members. New ID cards containing the new ID number were mailed to all affected members in late December. When providing services to an Anthem member, please be sure to request the member's most current ID card.

***Note that any claims submitted with an incorrect ID number are unable to be processed and will be returned for correction and resubmission with the correct ID.*** If we return a claim to you for an incorrect ID number for an Anthem member, please contact the member for their most current ID. If you contact members about a claim returned for an invalid ID, and they state they do not recall receiving a new ID card in December or they misplaced their ID card, please ask members to confirm their member ID using one of the following options:

- Call the Anthem member services number on their ID card
- Log in to their member account on [anthem.com](http://anthem.com)
- Use our mobile app called Anthem Anywhere to access their electronic ID card

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