

Reminder - New ID cards for many Anthem members

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As a reminder, please be sure to ask all of your patients to present their current ID card. In addition to the changes that occurred in the beginning of 2020, there are additional changes for July 2020 where some of our members were assigned new identification numbers with new prefixes. New ID cards were provided digitally or mailed to all affected members.

It is important that providers are verifying member eligibility and benefits using the new ID card. This can be done using [Availity.com](https://www.availity.com) or by calling the Provider Service phone numbers below:

New Alpha Prefixes Effective 1/1/2020	Plan	Provider Call Center
BKA	NH HMO Blue New England	1-833-772-4120
BPP	NH Access Blue New England	1-833-772-4120
NMY	NH HMO Blue New England Choice	1-833-772-4120
BQE	NH Preferred Blue PPO HRA/HSA	1-833-772-4122
BQE	NH Preferred Blue PPO	1-833-772-4122
BTO	NH BlueChoice Point of Service	1-833-772-4124
BYV	NH BlueChoice New England Point of Service	1-833-772-4120
X3A	NH BlueChoice Point of Service (AltNet)	1-833-772-4122
M8X	NH Medicomp	1-833-385-9056
BFZ	ME HMO Blue New England	1-833-772-4120
BDD	ME Blue Choice New England	1-833-772-4120
BHI	ME Access Blue New England	1-833-772-4120

NH – New Hampshire

ME – Maine

In addition, here is some information to help ensure claims are processed appropriately.

Tips for success:

- When Anthem members arrive at your office or facility, ask to see their current member identification card at each visit. Many of our members no longer receive a paper card so they will present you with their digital card on their mobile device. Doing so will help you:
 - Identify the member's product
 - Obtain health plan contact information
 - Speed claims processing

Note: Claims submitted with an incorrect ID number may not be processed and will be returned for correction and resubmission with the correct ID.

- When you contact a member about a claim returned for an invalid ID, and they do not recall receiving a new ID card or they misplaced their ID card, please ask the member to confirm their member ID using one of the following options:
 - Log in to their member account on anthem.com
 - Use our mobile app called Sydney (formerly *Anthem Anywhere*) to access their electronic ID card
 - Fax or email their most current card from anthem.com or the mobile APP to your office if needed
 - Call their member services number

URL: <https://providernews.anthem.com/new-hampshire/article/reminder-new-id-cards-for-many-anthem-members>

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