

Use Availity to verify members' cost shares and benefits at time of service with streamlined member identification cards

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In the summer of 2018, Anthem Blue Cross and Blue Shield and our affiliate HealthKeepers, Inc. introduced a streamlined member identification (ID) card to help reduce confusion about members' cost shares. As a reminder, the updated member ID cards maintain the current style, but **specific cost share information (such as copayments, deductibles and coinsurance) will be absent from cards.** In addition, there may be alpha prefix and other changes to members' ID cards, so please check members' ID cards carefully. The new simpler and easier to read ID cards are available to groups over time as they renew coverage with Anthem and HealthKeepers, Inc.

Use Availity and EDI to verify eligibility, members' cost shares and benefits at time of service

Since the cost share information will no longer display on many of our ID cards, we urge providers to access Availity (our secure Web-based provider tool) and the Electronic Data Interchange (EDI) to verify member benefits and eligibility to obtain the most up-to-date cost share information in order to collect the applicable deductibles and coinsurance amounts at the time of service as appropriate. If a member presents an older ID card with outdated benefits at the provider office, it can create confusion about the member's cost share.

As always, please request that members enrolled in our health benefit plans present their most current ID cards at the time of service. When filing claims to Anthem and HealthKeepers, Inc., enter members' ID numbers exactly as the numbers appear on the card – including the alpha prefix – to help speed claims processing and reimbursement.

As Anthem continues to issue the streamlined ID cards in 2019, we encourage providers to use Availity. The electronic tool provides real-time information about members' benefits and cost shares, and this will help reduce misunderstandings about available benefits. Additionally, members will be encouraged to learn more about their benefits through Anthem's digital and online tools. Members can retain their cards for as long as they remain in the same product plan, regardless of changes to cost share information.

Electronic ID cards

As a reminder, members can now view, download, email, and fax an electronic version of their member ID cards using the Anthem Anywhere mobile app. And because our electronic ID cards look just like our physical ID cards, members can show either an electronic or physical ID card when obtaining services.

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

For questions, please contact the provider service number on the back of members' ID cards. We've included two examples of the streamlined ID cards under the article attachments section to the right.

URL: <https://providernews.anthem.com/virginia/article/use-availability-to-verify-members-cost-shares-and-benefits-at-time-of-service-with-streamlined-member-identification-cards>

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