



ID cards

Access to Care

Important Notice Regarding ID Cards:

Members are expected to start receiving ID cards in **January**

If you need to access care before receiving your ID card, please follow the instructions below

Blue Shield Medical: Accessing care without an ID Card:

If you need to visit the doctor or have a medical treatment scheduled please contact Blue Shield Member Services at **(855) 256-9404** for assistance. They can provide you with your new ID card number.

Access health plan information anytime and anywhere via Blue Shield's website and mobile app.

1. Log on to www.blueshieldca.com (Log on or click *register*, *Register Now* if not yet registered. Register by using your ID number and Date of Birth).
2. View ID card on mobile phone by using Blue Shields free mobile app.
 - Download the free app –search *Blue Shield* on the app/play store on your phone.
 - Log on or click *register now* if not yet registered. Register by using your ID number. Call Member Services at (855) 256-9404 to request and ID number.
 - Visit the blueshieldca.com website via your mobile device's browser
3. Visit your doctor without your ID card and provide the policyholder's name, SSN and plan enrolled in (e.g., Blue Shield PPO). The office can call Blue Shields Customer Service to verify eligibility and benefits.

Express Scripts Pharmacy: Accessing care without an ID card

To process prescriptions without an ID card, you can provide your pharmacist the following plan information:

For PPO Members

The Pharmacy Benefits Manager: Express Scripts

Bin Number: 610014

RX Group Number: RX4EIAH

Policyholder's SSN

Policyholder's Date of Birth

Fact: Did you know ID cards are often accidentally thrown away as junk mail? It may not be evident that the envelope includes ID cards, so to avoid throwing your ID cards away, open all incoming mail.