

2022 MEMBER ID CARDS



YOUR 2022 MEMBER ID CARDS ARE ON THEIR WAY

Due to recent legislation, most members will receive a new Blue Cross and Blue Shield of Minnesota member ID card for 2022 that includes required information that may have not been displayed previously, such as your plan's deductible and out-of-pocket amounts. Once your new 2022 member ID card arrives, you may start using it right away.

Watch for your new member ID cards to arrive in your mailbox during the month of January.

GETTING CARE AND FREQUENTLY ASKED QUESTIONS

You and anyone covered under your 2022 Blue Cross plan can schedule appointments, access care and get prescriptions without a member ID card.

- New members can inform your in-network health care provider and/or pharmacist that you are a Blue Cross and Blue Shield of Minnesota member and the provider can access your information.
- Current members may continue using your existing member ID card, even if you have selected a different Blue Cross plan for 2022. Your member ID number will remain the same.

What if my doctor's office asks for my new member ID card when I try to schedule an appointment? You can schedule appointments and access care with in-network providers without a member ID card. Let the provider know you are a Blue Cross and Blue Shield of Minnesota member and they can look up your eligibility and coverage information. 2022 claims will process based on a member's 2022 plan benefits.

Can I get care from an urgent care or emergency department without my member ID card?

Yes. Let the provider know you are a Blue Cross member. In-network providers can look up your eligibility and coverage information.

I have a current Blue Cross member ID card but switched to a different Blue Cross plan for 2022. What should I do until my new card arrives in the mail?

If you are with the same employer, use your current member ID card even if you have a different plan for 2022. Your member ID remains the same. Your 2022 claims will process under your 2022 plan benefits.

My doctor's office requested I pay the copay on my current card, but my 2022 plan has a different copay. Will I be reimbursed?

Yes. Your 2022 claims submitted to Blue Cross by your provider will process per your 2022 benefit plan. If your provider overcharged you at the time of your visit, your provider is responsible for refunding you after we process your claim(s).

Can I get my prescription filled without my card?

Yes. When contacting the pharmacy to fill your prescription, please let them know that you are a member with Blue Cross Blue Shield of Minnesota. If you don't have your member ID number, they may ask you for your date of birth and address to confirm your eligibility and coverage.

For members with Prime Therapeutics pharmacy benefit:

- Give your pharmacist with your Prime Therapeutics numbers to help process your prescription:
 - BIN: 610455
 - PCN: HMHS
- If the pharmacist cannot find your coverage, they will call the Prime Pharmacy available 24 hours a day, seven days a week.

Prime Therapeutics LLC is an independent company providing pharmacy benefit management services. Each health care provider is an independent contractor and not our agent.