Membership Health Plan ID card samples

Colorado
Anthem’s products on and off exchange provide a full range of network and benefit solutions for our customers.

In the upcoming slides, view sample health plan ID cards for the following networks, as well as electronic ID card options that members may present.

- PPO
- HMO
- HMOSelect*
- Blue Priority
  - HMO
  - PPO
- CU Health Plan**
- Pathway (HMO)
- Mountain Enhanced (HMO)
- Medicare Advantage
- Electronic Member ID cards

* Tentatively scheduled to sunset in 2017
** For CU Health Plan members only
Identifying Members accessing: **standard PPO network**

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAD</td>
<td>PPO</td>
<td>Anthem PPO</td>
</tr>
<tr>
<td>VAI</td>
<td>PPO</td>
<td>Anthem PPO</td>
</tr>
<tr>
<td>XFK</td>
<td>PPO</td>
<td>PPO</td>
</tr>
<tr>
<td>XFL</td>
<td>PPO</td>
<td>PPO</td>
</tr>
<tr>
<td>XFW</td>
<td>PPO</td>
<td>PPO</td>
</tr>
<tr>
<td>XFZ</td>
<td>PPO</td>
<td>PPO</td>
</tr>
</tbody>
</table>
Standard PPO network sample ID card

FRONT

Anthem.

Member Name: JOHN DOE
Member Identification Number: XFW123A567800

Group Number: 123456M101
Plan Code: 051
Rx Bin Number: 610575

Coverages: Medical, Anthem Pharmacy, Dental (PPO, PPO Plus), Blue View Vision

Blue Preferred® Plan

Office Visit Co-Pay: $0

BACK

Anthem.

Member Services: 1-877-811-3108
Provider Services: 1-877-833-5742
24/7 NurseLine: 1-800-337-4779
Dental: 1-800-627-0004
Vision: 1-866-723-0515
Employee Assistance Program: 1-800-865-1044
Pharmacist Services: 1-800-662-0219
Specialty Pharmacy: 1-888-870-6419
Coverage While Traveling: 1-800-910-2583
Providers Authorization: 1-800-232-7859
1-303-831-4115

Anthem Blue Cross and Blue Shield is the trade name of Rocky Mountain Hospital and Medical Service Inc., an independent licensee of the Blue Cross and Blue Shield Association.
Identifying Members accessing:
*standard HMO network*

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>XFF</td>
<td>HMO</td>
<td>HMO</td>
</tr>
<tr>
<td>XFN</td>
<td>HMO</td>
<td>HMO</td>
</tr>
<tr>
<td>XFY</td>
<td>HMO</td>
<td>HMO</td>
</tr>
</tbody>
</table>
Standard HMO network sample ID card
Identifying Members accessing: **HMOSelect network**

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>XFB</td>
<td>HMO</td>
<td>HMOSelect</td>
</tr>
<tr>
<td>XFC</td>
<td>HMO</td>
<td>HMOSelect</td>
</tr>
</tbody>
</table>
HMOSelect network sample ID card
Identifying Members accessing: Blue Priority networks

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>XFA</td>
<td>HMO</td>
<td>Blue Priority</td>
</tr>
<tr>
<td>XFD</td>
<td>HMO</td>
<td>Blue Priority</td>
</tr>
<tr>
<td>XFI</td>
<td>HMO</td>
<td>Blue Priority</td>
</tr>
<tr>
<td>XFH</td>
<td>PPO</td>
<td>Blue Priority PPO</td>
</tr>
<tr>
<td>XFM</td>
<td>PPO</td>
<td>Blue Priority PPO</td>
</tr>
<tr>
<td>XFS</td>
<td>PPO</td>
<td>Blue Priority PPO</td>
</tr>
</tbody>
</table>
Blue Priority network sample ID cards

HMO sample

| Group No: | GRNPBR | Rx Bin: | 610575 |
| Coverage(s): | DATACOVERAGES1 | DATACOVERAGES2 |
| HMO Colorado, Inc. | MED PLAN XYZ |
| PCP, DR PCP: | 1-878-910-1112 |
| JOHN DOE | Identification Number |
| ABC123A45678 |

Primary Care: $000
Specialist Care: $000
ER: $000
Inpatient Hospital: $0000

Blue Priority

PPO sample

| Group No: | GRNPBR | Rx Bin: | 610575 |
| Coverage(s): | DATACOVERAGES1 | DATACOVERAGES2 |
| HMO Colorado, Inc. | MED PLAN XYZ |
| PCP, DR PCP: | 1-878-910-1112 |
| Underwritten by Rocky Mt. Hosp. and Med. Service, Inc. |
| JOHN DOE | Identification Number |
| ABC123A45678 |

Primary Care: $50/$100
Specialist Care: $100/$500
ER: $200
Inpatient Hospital: $300
Ded. and Cons. May Apply: $1000

Blue Priority PPO

anthem.com

Member Svcs: 1-877-911-3106
Provider Svcs: 1-877-933-5742
Pharmacist: 1-800-682-0210
Specialty Rx: 1-800-670-6419
24/7 NurseLine: 1-800-337-4770
Travel Coverage: 1-800-810-2583
Pre-Auth: 1-800-832-7850

 Possession of this card does not guarantee payment of benefits.
Providers: File claims with patient's ID number directly to your local Blue Cross and/or Blue Shield Plan.

MEDICAL CLAIMS & INQ:
PO BOX 5747
DENVER, CO 80217-5747

Revised: February 2017 - Colorado
Identifying: *CU Health Plan Members*

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Product Type</th>
<th>Plan Name/Network Indicator (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCF</td>
<td>HMO</td>
<td>Exclusive Central Network or Exclusive2 Central Network</td>
</tr>
<tr>
<td>UCD</td>
<td>HMO</td>
<td>Exclusive North Network or Exclusive2 North Network</td>
</tr>
<tr>
<td>UCV</td>
<td>HMO</td>
<td>Exclusive South Network or Exclusive2 South Network</td>
</tr>
<tr>
<td>UCL</td>
<td>PPO</td>
<td>Extended or High Deductible Health Plan (utilizing Anthem’s PPO network)</td>
</tr>
<tr>
<td>XFE</td>
<td>Medicare</td>
<td>Medicare Primary</td>
</tr>
</tbody>
</table>

Note: XFE is not specific to CU and is used by all Anthem membership within this product.
Note: The CU Exclusive Plan cards will include a Product Indicator, which indicates “Exclusive”, and a Network Indicator with indicates either “Central, North or South”. They will also include the “CU Health Plan” logo.
CU Exclusive2 Plan sample

Note: The CU Exclusive2 Plan cards will include a Product Indicator, which indicates “Exclusive2”, and a Network Indicator with indicates either “Central, North or South”. They will also include the “CU Health Plan” logo.
CU Health Plan sample ID cards

CU Extended Plan sample

Note: Although this CU product has a customized alpha prefix, it accesses the standard PPO network.

The CU Extended Plan cards will include a Extended Indicator, as well as the “CU Health Plan” logo.
Note: Although this CU product has a customized alpha prefix, it accesses the standard PPO network.

The CU High Deductible Plan cards will include a High Deductible Indicator, as well as the “CU Health Plan” logo.
Note: The CU Medicare Primary Plan cards will include a Product Indicator, which indicates “Medicare”. They will also include the “CU Health Plan” logo.
Identifying Members accessing: *Pathway network*

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Health Benefits Plan Option</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAB, XFV</td>
<td>Individual (Exchange)</td>
<td>HMO</td>
<td>Pathway X</td>
</tr>
<tr>
<td>VAC</td>
<td>Small Group (Exchange)</td>
<td>HMO</td>
<td>Pathway X</td>
</tr>
<tr>
<td>VAA</td>
<td>Individual (OFF Exchange)</td>
<td>HMO</td>
<td>Pathway</td>
</tr>
<tr>
<td>XFX</td>
<td>Small Group (OFF Exchange)</td>
<td>HMO</td>
<td>Pathway</td>
</tr>
<tr>
<td>VAE</td>
<td>Large Group</td>
<td>HMO</td>
<td>Pathway Network</td>
</tr>
</tbody>
</table>

**Note:** While the “Pathway” network name may be slightly different depending on the Health Benefit Plan option, the network utilized for these on and off Exchange plans is the same.
Pathway network sample
ID cards

On Exchange sample

Off Exchange sample

Revised: February 2017 - Colorado
### Identifying Members accessing: Mountain Enhanced

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Health Benefits Plan Option</th>
<th>Product Type</th>
<th>Network Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAG</td>
<td>Individual (ON Exchange)</td>
<td>HMO</td>
<td>Mountain Enhanced X</td>
</tr>
<tr>
<td>VAF</td>
<td>Individual (OFF Exchange)</td>
<td>HMO</td>
<td>Mountain Enhanced</td>
</tr>
<tr>
<td>VAK</td>
<td>Small Group (OFF Exchange)</td>
<td>HMO</td>
<td>Mountain Enhanced</td>
</tr>
<tr>
<td>VAH</td>
<td>Large Group</td>
<td>HMO</td>
<td>Mountain Enhanced</td>
</tr>
</tbody>
</table>

**Note:** While the Mountain Enhanced network name may be slightly different depending on the Health Benefit Plan option, the network utilized for these on and off Exchange products will be the same.
Mountain Enhanced network sample ID cards

On Exchange sample

Off Exchange sample
### Identifying Members accessing: Medicare Advantage

<table>
<thead>
<tr>
<th>Alpha Prefix</th>
<th>Health Benefits Plan Option</th>
<th>Product Type</th>
<th>Network/Plan Name (On Member ID cards)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VAT</td>
<td>Medicare Advantage</td>
<td>HMO</td>
<td>Anthem MediBlue Plus (HMO)</td>
</tr>
<tr>
<td>VAP</td>
<td>Medicare Advantage</td>
<td>HMO DSNP</td>
<td>Anthem MediBlue Dual Advantage (HMO SNP)</td>
</tr>
</tbody>
</table>
Medicare Advantage network sample ID cards

Anthem MediBlue Plus (HMO) Network sample

Anthem BlueCross BlueShield

Identification Number:

Group: Issuer (80840):
Rx Group: WM2A
Rx Bin: 003969
RxPCN: MD

Office Visit Copay: $5
Specialist Visit Copay: $40
Emergency Room Copay: $75
Preventive Copay: $0

CMS MedicareRx Prescription Drug Coverage

Anthem MediBlue Dual Advantage (HMO SNP) sample

Anthem BlueCross BlueShield

Identification Number:

Group: Issuer (80840):
Rx Group: WM2A
Rx Bin: 003969
RxPCN: MD

Office Visit Copay: $0
Specialist Visit Copay: $3
Emergency Room Copay: $3
Preventive Copay: $0

CMS MedicareRx Prescription Drug Coverage

anthem.com
Customer Service: 1-888-346-0096
TTVDI Line: 711
Provider Service: 1-888-346-0096
Pharmacist Inquiries: 1-866-841-8963
Dental Customer Service: 1-844-254-9490
24/7 Nurse Line: 1-855-658-9249
Silver Sneakers: 1-855-741-4965

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Revised: February 2017 - Colorado
Can a member see a PCP within the member’s specific network (e.g. HMO, Blue Priority (HMO), Pathway, Mountain Enhanced, CU Exclusive, or PPO plans which require PCP) if a different PCP is listed on the Member’s ID card?

- Yes, as long as the member stays within their specific network. For example, an HMO member must stay within the HMO network, a Pathway member must stay within the Pathway network, etc.

- Exception: Blue Priority (HMO) and CU Exclusive/CU Exclusive 2 because they are referral based.
  - Since a referral is required for Blue Priority (HMO) and CU Exclusive/CU Exclusive 2, if the member sees a PCP that is not the one listed on their ID card, then the member would need to have a referral (from the PCP on the ID card) to see another PCP within the respective Blue Priority (HMO) or CU Exclusive/CU Exclusive 2 network.
  - Otherwise, the member would need to contact Customer Service to change the PCP and would not be able to see the new PCP until the effective date of the change.
  - The member may be held responsible for any out of network charges if one of these processes is not followed.

**Note:** The member can always contact Customer Service to change the PCP at any time, but most changes may not be effective until the following month based on attribution to the provider.
Electronic Member ID Cards
Anthem has a mobile app that allows members to manage their healthcare on their smartphones, including electronic copies of their ID cards.

- Today, Members will continue to receive hard copy card, but more and more members may be utilizing the electronic options when seeking services.
What this mean for Providers

- What if you need a copy?
  - Member can email the card
  - Member can fax the card

- What if your office scans IC cards?
  - Member can email or fax the card, and that image can be scanned

- Will all cards be going electronic at some point?
  - Currently, members still receive hard copies of their ID cards, even if they utilize an electronic version.
    - **Coming in 2017:** We will be rolling out a pilot to a small population of Individual off exchange members where they can opt for electronic cards only, and would not receive a hard copy. *(Watch for upcoming newsletter article when this is launched.)*
  - More members are utilizing smart phone apps, and have requested this technology.

**Note:** We want to ensure a member’s request for electronic ID card can meet a provider’s office needs. Please be prepared if presented with an electronic card, and know your options if you still need a ‘copy’.
If member forwards via email:

- **From:** noreply@anthem.com
- **Subject line:** Anthem ID Cards for MEMBER FIRST AND LAST NAME

If member forwards via fax:

- **Cover sheet will read:** This ID Card is for MEMBER NAME. This fax has personal health information (PHI), so please keep it in a safe place.

Email or Fax will include copy of the ID card like this sample.
Contact your Provider Solutions representative.

Click on the link to the Escalation Contact List below, if you aren’t sure who is your designated representative:

**Escalation Contact List – CO**

**Note:** This document is intended for educational purposes. If there is a conflict with this document and your Provider Agreement, your Provider Agreement supersedes.