

producer ALERT

Blue Shield is rolling out two initiatives in the coming months that will impact our members. The first is digital ID cards and the other is about our new pharmacy claims processor.

Digital First Approach

Beginning October 2020, members who have opted into electronic delivery of communications will no longer receive printed ID cards. These members will be directed to access a digital ID card at blueshieldca.com. We are honoring the member's preference to go digital by expanding that preference to include ID cards.

Members will have access to their currently active ID card, which will automatically update with the most up to date plan information at any time, such as after renewal.

If a member would still like a printed ID card, they can access a copy of the PDF on blueshieldca.com, request a printed copy from the website or call Customer Care to receive a printed copy.

Members who did not opt into electronic delivery or if they are new members will be mailed a printed ID card prior to their plan effective date as we normally do.

We have done provider outreach training, education, and communication to ensure providers understand this digital option for ID cards. In addition, we are working closely with our provider services, provider relations and customer care.

Change to CVS Health for Pharmacy Claims Processing

The other update is that Blue Shield has signed an agreement with CVS Health to become our pharmacy claims processing vendor and will handle all related services effective January 1, 2021. **This change does not impact benefits, formulary, or the pharmacy network.** We expect a seamless transition to the new claims processing platform with minimal member disruption.

To enable claim processing by CVS Health, ID card information will need to be updated to allow pharmacies to submit claims to CVS Health. As a result of this vendor change, all members will receive new ID cards so they can begin to use their new ID card on January 1.

If a member has selected an electronic delivery preference, then they will access their updated digital ID card on blueshieldca.com. Members will receive an email notification when their new ID card is available.

Everyone else will receive printed ID cards. The printed ID cards will arrive prior to January 1, and will include a buck slip indicating why the member is receiving a new card

and include instructions to continue to use their existing card until December 31, 2020, and present their new ID card to their pharmacy beginning January 1, 2021.

We created [a resource page](#) with additional information including frequently asked questions and samples of member communications to help support you with these upcoming changes.

If you have any questions, please contact your Blue Shield representative.

This is a required email from Blue Shield of California. Please note that you may receive required emails as part of doing business with Blue Shield of California, whether or not you have unsubscribed from promotional emails.



Don't miss out on future emails from us – [learn how](#) to add us to your address book.

Blue Shield of California is a nonprofit health plan and an independent member of the Blue Shield Association.

Blue Shield of California complies with applicable state laws and federal civil rights laws, and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Blue Shield of California cumple con las leyes estatales y las leyes federales de derechos civiles vigentes, y no discrimina por motivos de raza, color, país de origen, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad ni discapacidad.

Blue Shield of California 遵循適用的州法律和聯邦公民權利法律，並且不以種族、膚色、原國籍、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡或殘障為由而進行歧視。

Blue Shield of California | 601 12th Street | Oakland, CA 94607

Important: You'll be getting a new member ID card effective January 1, 2021. If you renewed your Blue Shield health coverage for next year, you'll get a new ID card with updated information before the end of this year.

If you opted for digital communications: On January 1, you can access your new ID card online – anytime, anywhere To access your new digital ID card, just log in to the Blue Shield [member portal](#) or [mobile app](#). No other action is required. Be sure to discard your old paper ID card. Please note: If you need a new paper ID card, you can download it or order one online.

If you opted for a paper ID card: You will receive an updated member ID card in the mail. On January 1, discard your old card. You will need to show your new card when you see a doctor, pick up a prescription, or use any other medical services. Get easy access to your digital ID card 24/7– and never worry about losing it! You can register for an online account on the Blue Shield [member portal](#) or [mobile app](#) to access your digital ID card anytime, anywhere.