**Understanding your member ID card**

**Your member ID card is your ticket to great health benefits and services!**

Arkansas Blue Cross and Blue Shield is proud to assist you on your healthcare journey. As the state’s largest and oldest health insurer, Arkansas Blue Cross is a trusted name in health coverage, and we want to earn your confidence.

If you have not already, you should be receiving your new Arkansas Blue Cross member ID card in the mail soon. Right now, you can access a digital version through our Blueprint Portal member app.

Your ID card contains your unique member number. Plus, it has other vital information including your group number, plan type, helpful phone numbers and web addresses. This will help you and your healthcare providers know who to call and where to turn when you need care.

The Customer Service number on the back of your member ID card is your starting point to access many of your benefits and services. Helpful representatives are available Monday-Friday from 8 a.m. to 4:30 p.m. After hours, our interactive voice response system will assist you.

Arkansas Blue Cross is ready to serve you 24/7! Please contact us with all questions related to your coverage. Learn more at [arkbluecross.com](http://www.arkbluecross.com)/[gettingstarted](http://arkbluecross.com/gettingstarted).