

Understanding your member ID card

Your ticket to healthcare

Good things come in small packages

Need proof? Just look at your BlueAdvantage Administrators of Arkansas member ID card.

This little card provides big benefits. Your ID card is packed with information that helps you get the most value from your health plan. You'll use it **every time you get care**.

Your card may look slightly different than this example, depending on the health plan you have.

BlueAdvantage Administrators of Arkansas <small>An Independent Licensee of the Blue Cross and Blue Shield Association</small>	
Member Name:	JOHN L DOE
1 Member ID:	ZZZ123456789
2 DIVISION#:	0123456789
3 RXBIN:	123456
RXPCN:	ADV
RXGRP:	RX00000
COMPANY, INC	
4 COPAY:	\$20/35
5 COINS:	20%
6 RX COPAY:	\$5/\$30/\$50
7 DEDUCTIBLE:	\$500
	8 PPO

What's on the FRONT?

Important Info – Healthcare providers use these elements to apply your health plan's benefits and file your claims with us:

- Member ID Number** – This is your unique identifier and helps us keep track of who you are and how your claims should be paid
- Group number or Division #** – Used to check your plan's benefits
- RX categories** – Used by pharmacies to determine what's covered, apply your discount and file your claims
- Copay** – A fixed amount you pay for a covered service
- Coinsurance** – Once you've paid your deductible, you may also pay a percentage of the allowance, allowable charge or maximum allowable charge; your percentage share is called "coinsurance"
- RX copay** – Tells pharmacies your share of the cost of each prescription
- Deductible** – The amount you typically must pay to providers for services before your benefit plan starts paying its share of covered expenses
- PPO Suitcase** – Says you can visit providers in the national BlueCard® network when you're away from home and if there is an empty suitcase or no suitcase on your ID card, there may be additional restrictions



BlueAdvantage Administrators of Arkansas

Providers: File claims with Local Blue Cross and/or Blue Shield Plan

Members: Refer to your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

On-line service: for claims, eligibility or finding a provider, visit the website address on this card.

Finding a Provider: To find a Provider in your service area or when traveling, call the Provider Locator number.

www.blueadvantagearkansas.com

Customer Service 800-370-5852
Precertification 800-451-7302
Provider Locator 800-810-2583
Pharmacy Service 888-293-3748
Pharmacist Call 800-364-6331

BlueAdvantage Administrators of Arkansas

P.O. Box 1460, Little Rock AR 72203
BlueAdvantage Administrators of Arkansas, an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claim payment services only and does not assume any financial risk or obligation with respect to claims.

9. What's on the BACK?

Important Contacts – Although information on the back of your ID card will vary this is your go-to reference when you have questions or need help for things such as:

- **Customer Service** – For inquiries in areas ranging from medical claims to choosing a doctor
- **Pharmacy Customer Service** – Questions related to your prescription drug benefits and claims
- **PPO Provider Locator** – Help finding an in-network doctor or hospital when you're away from home
- **Pharmacist Helpline** – For questions about medications and their effects
- **Out-of-State/Out-of-Network Pre-Notification** – To report planned care or medical services that will take place outside your state or your health plan's network
- **Our main mailing address** – But don't forget: No matter where you live in Arkansas there's a convenient ArkansasBlue welcome center nearby



Got a smartphone?

Then your digital member ID card can be at your fingertips anytime and anywhere.

Forgot your wallet? Dog ate your ID card?

No worries. Sign in or register for Blueprint Portal at blueprintportal.com for 24/7 access. Go to Menu and then ID Cards to view your digital member ID card.

It's quick and convenient, and it's always there.



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