



How do you use your ID card?



Arkansas Blue Cross will send you a member ID card once you've enrolled in your plan and your coverage has started. This includes the essential information you need to know about your coverage, payment amounts and customer service phone numbers. Each provider you visit will need to make a copy of your ID card to make sure they bill correctly. Always carry your ID card with you in your wallet.

You also have access to a digital ID card on [Blueprint Portal](#). Download the app to have your ID card anywhere you have your phone.

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

 Arkansas BlueCross BlueShield		METALLIC True BLUE PPO	
Member Name: JOHN L DOE		Member DOB: 10/04/1975	
Member ID: ZZZ123456789		Group #: GG987654321	
RxBIN: 123456 RxPCN: ADV RxGRP: RX0000	Deductible: \$6600 Copay: \$40 PCP Coins: 20%		
RxCopay: \$0/\$25/50%/50%/50%			
RxDEDED: \$400	Silver		
			

Healthcare providers use the elements on the front of your card to apply your health plan's benefits and file your claims with us.

This is your go-to reference when you have questions or need help.

 Arkansas BlueCross BlueShield		arkansasbluecross.com	
		Customer Service: 800-800-4298 Pharmacy Customer Service: 800-969-3983	
Providers: File all claims with local Blue Cross and/or Blue Shield Plan; please refer to the website for services requiring prior approval.		PPO Provider Locator: 800-810-2583 BlueCard® Eligibility: 800-676-BLUE Pharmacist Helpline: 800-364-6331 Prior Approval: 800-558-3865 Virtual Doctor Visits: MyVirtualHealth.com	
Members: Refer to your benefit booklet for covered services and for services that require prior approval. Possession of this card does not guarantee eligibility for benefits.		Arkansas Blue Cross and Blue Shield P.O. Box 2181 Little Rock AR 72203-2181 An Independent Licensee of the Blue Cross and Blue Shield Association	

