

DATE: December 21, 2016  
FROM: County of San Benito  
TO: Anthem Blue Cross and Kaiser Permanente Enrollees  
RE: 2017 Medical and Rx ID Cards

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### **Anthem Choice, Safety and HDHP Plans**

In the event you should not receive your new Anthem ID cards by December 31, 2016, please contact Anthem Blue Cross at (800) 967-3015 to request new cards.

If you need to see your physician and haven't received your ID card you can:

- 1) Print a Temporary ID Card: Log on to [www.anthem.com/CA](http://www.anthem.com/CA) and login (or click *register now* if you are not yet registered on the Anthem site). You can register by using the policyholder's SSN.
- 2) View Your Card on the Mobile App: You can view your ID card on your mobile phone by using Anthem's free mobile app.
  - a. Download the free app – just search for *Anthem Blue Cross* at the app/play store on your phone.
  - b. Access the app, log on or click *register now* if you aren't already registered. You can register by using the policyholder's SSN.
- 3) Visit Your Doctor: You can visit your doctor without your ID card and provide the policyholder's SSN and provide what plan you are enrolled in (e.g., Anthem Choice PPO). The office can then call Anthem's Customer Service to verify your eligibility and benefits:

### **Express Scripts Pharmacy**

In the event you have not received your Express Script ID cards by December 31, 2016, contact Express Scripts at (877) 554-3091 to request new cards.

To process prescriptions without an ID card, you can provide your pharmacist the following plan information:

### **Anthem Choice and Safety PPO Members**

- The Pharmacy Benefits Manager: Express Scripts (ESI)
- Bin Number: 610014
- Rx Group Number: RX4EIAH
- Policyholders's SSN
- Policyholder's Date of Birth

### **Anthem HDHP Members**

- The Pharmacy Benefits Manager: Express Scripts (ESI)
- Bin Number: 3858
- Rx Group Number: RWLH4
- Rx PCN: A4
- Policyholders's SSN
- Policyholder's Date of Birth

### **Kaiser Permanente:**

Current Kaiser members will use their existing ID cards if you have not made any changes to your elections.

If you are a new member or you made changes to your elections and you have not received your ID cards by December 31, 2016, please contact Kaiser at Member Services (for participants): (800) 464-4000.

If you have any questions, please contact the Human Resources Department at [HumanResources@cosb.us](mailto:HumanResources@cosb.us). Please note that we will be closed for the Holiday and we will return on January 3<sup>rd</sup>, 2017