



Dear Blue Shield of California Member,

Blue Shield of California will upgrade its Information Technology system effective 11/1/15. As a result, you will receive a **new membership ID card**. A **new subscriber** and **group number** will be assigned. The new ID card will be sent during the first week of **11/1/15**. Please note the following:

- This card will not reflect the changes you may have submitted for open enrollment in October.
- You will receive a second card at the end of December, or beginning of January IF you have made a change that would trigger a new card during open enrollment.
- New member ID cards will include a new group and ID number. The current ID card will remain valid until the new card arrives.
- There will be a minor web portal experience change. If you are already registered on the member portal, then you can sign on as usual. If you have not yet registered by 11/1, then you will need to have your new subscriber number to do so.
- Your new ID card(s) will be sent to your home address that is on file.
- You may log in to [www.blueshieldca.com](http://www.blueshieldca.com) to print a temporary ID card or request additional copies of your card after 11/1/15.
- Please present your new ID card to your healthcare provider(s) (and pharmacist(s) if your pharmacy benefits are covered through Blue Shield of California), the next time you seek care or fill a prescription. (*PPO, HMO, EPO pharmacy plans are administered by express scripts*).
- **HMO Member ID Card Update:** HMO members and their dependents will each receive their own unique Blue Shield ID card containing their specific Primary Care Provider information. Members and dependents need to review their cards to make sure their Primary Care Provider information is correct for each member.

If you have questions, please contact Blue Shield Toll-free Member Customer Service at **(855) 256-9404 (7-7 M-F PST hrs)**.

Sincerely,

Blue Shield of California



## Shield Advance Migration For CSAC EIA Frequently Asked Questions

8/12/15

### **OVERVIEW**

As part of Blue Shield's commitment to improve the way we provide service to our customers, we are updating our membership and claims systems to a new integrated healthcare management system, which we call Shield Advance. This secure platform is currently used by more than 70 other health plans across the country.

Below please find some answers to questions that may come up during the migration to our new system, which will be live as of **11/1/15**.

### **NEW ID CARD FAQs**

#### **1. When and how will Blue Shield covered employees receive new member ID cards?**

We will send new member ID cards to individual members at their home address on file through the U.S. mail in late October, 2015 to arrive in early November, 2015. Members may also log in to [blueshieldca.com](http://blueshieldca.com) to print a temporary member ID card or request additional copies of member ID cards on, or after the migration date. If their employees have dental plan coverage, they will receive dental plan member ID cards separately about one week later.

#### **2. How will covered Blue Shield employees distinguish their new ID card number from their old subscriber number?**

The old subscriber number started with a "J" followed by 8 characters. The new subscriber number starts with a "9" followed by 8 characters.

#### **3. Will covered Blue Shield employees be able to access care and customer service with their old ID card number?**

Yes, members will be able to access care, and customer service will assist members using either their new subscriber number or old subscriber number. For more efficient service, employer groups should encourage their employees to begin using their new member ID number with their providers and when they contact Blue Shield.

#### **4. What does the effective date on the new member ID card represent?**

The "effective date" on the member ID card is the date that the member's coverage began. It is not related to the date when these changes will be in effect.

## 5. What customer service numbers will change?

- Standard member customer service toll-free numbers will change. As part of our ongoing commitment to improve customer service to our members, we are going to provide an updated Blue Shield customer service number which will allow members to reach the team best able answer their questions. The new number is: 855-256-9404 (7-7 PST, M-F hours)
- Shared custom member customer service numbers that are shared between multiple groups **will change** as well.
- Standard employer group toll-free customer service numbers **will not change**. Premier Priority and Core Priority toll-free numbers for employer groups will remain the same.
- Account specific toll-free numbers for Employer Groups who have dedicated member customer service numbers **will not change**.

## 6. Will covered Blue Shield employees be able to reach customer service by calling the former customer support number?

If a member's customer service number has changed post migration and they happen to call their **old customer service number**, one of two things will happen:

- **Enters subscriber number:** If a customer calls in and enters either their old or new subscriber number, they will be auto-transferred to the appropriate customer service team. About 80% of our members enter their subscriber number when calling customer service.
- **Does not enter subscriber number:** If a customer calls in and does NOT enter their subscriber number and reaches a non Facets-trained customer service representative (CS rep), they will be transferred to a Facets-trained CS rep to help them with their needs. If a member does reach a Facets-trained CS rep when they first call in, then they should be able to get the information they need right away. Over the course of the next six months, all CS reps will be Facets-trained.

## 7. Where can members find their new customer service numbers?

Members can find their new customer service numbers on:

- **New ID cards:** New customer service phone numbers will be included on the new ID cards that members will receive upon migration.
- **Member portal:** If a member's customer service number has changed, the new number will appear on their BSC member portal page starting on their employer group's migration date.
- **Employer microsite:** If an employer group with a microsite is assigned a new member customer service number, this number will be updated on their microsite upon their migration date.

## **NEW GROUP ACCOUNT NUMBERS FAQs**

### **1. When and how will employer groups receive new account number(s)?**

Small Group Facets Account ID number is: W0052149. Members should refer to their new ID cards for new plan ID numbers.

### **2. What makes up the new facets ID number?**

The facets system consist of three sets numbers:

1. Facets Account ID- this is the policy number for the group.
2. Facets Plan ID- this reflects the member's benefits.
3. Facets Class ID- This represents the population.

### **3. When will employer groups need to use their new account number?**

Employer groups will need to use their new account number when contacting Blue Shield with:

- Benefit or billing questions for their account.
- Questions on behalf of employees.

## **GENERAL MIGRATION FAQs**

### **1. How will Blue Shield address service issues? Will there be any service disruptions during the migration?**

Blue Shield is committed to making this transition as smooth as possible for our customers. Like any large transformation project, the migration to Shield Advance may result in some temporary issues and service challenges. Blue Shield is prepared to quickly address any issues that should arise and we will keep employer groups apprised of how they are being resolved.

### **2. Do employer groups need to call Blue Shield to check on the migration status?**

No, this migration should take place without any interruption to employer group's current service. Also, all the answers they need are either in the separate email that their Alliant Service Team Representative has sent them or in this supporting documentation.

### **3. Who should be contacted if employer groups have questions or issues with our new system?**

Employer groups should contact their Alliant Service Team Representative or their Third Party Administrator.