

## Electronic Member ID Cards: *Quick Reference Guide*

### Empire's mobile app: *Empire Anywhere*

Empire BlueCross BlueShield ("Empire") has a mobile app called Empire Anywhere that allows members to manage their benefits on their smart phones, including electronic copies of their ID cards. Empire Anywhere mobile app allows members easy access to their ID card even when there is no internet connection.

We want to ensure a member's request for electronic ID card meets a provider's office needs. If presented with an electronic card, you may still obtain a copy of the ID card for your records.

### What this means for Providers: Frequently Asked Questions

#### What if I need a copy of the Member ID card?

Members have the option to email or fax their ID Card from their phone, and providers can view (and print the card if needed) from the Availity Web Portal – *NEW coming by January 1, 2018!* (See **Provider options for obtaining a copy of electronic Member ID card** section for further details).

#### Is emailing a Member ID card HIPAA Compliant?

Even if your practice does not have a secure email service, it is not a HIPAA violation for the provider to *receive* the ID card via email. It is a secure service for the member to utilize, and HIPAA Regulations do not prevent the member from sharing their ID card with a provider via the means of their choice.

#### What if our office scans ID cards?

Members can email or fax the card, and that image can be scanned. Some scanners have a scanner router built in and you may be able to send the ID card image directly to the scanner for the ID card to be scanned, without having to print a paper copy to truly stay green in your efforts of going electronic.

#### Will all cards be going electronic at some point?

Currently, members still receive hard copies of their ID cards, even if they utilize an electronic version. **Starting in fall 2017**, we will allow members the *option* to choose electronic cards only. If the member chooses this option, he/she will not receive a hard copy card. Members will continue to have the option of selecting a hard copy card if that is their preference.

#### How many Anthem members will have this option?

- Individual commercial members will have this option starting in fall 2017 for plans becoming effective on or after January 1, 2018. (*This includes all plans on and off exchange.*)
- Most Small Group members will have this option upon their group renewals starting in fall 2017 for plans becoming effective on or after January 1, 2018.
- Other membership including some Large Group, Federal Employee Program® (FEP®) and National Account members will have this option in late 2018
- Further expansion to additional members is scheduled for 2019 and beyond


**Note:** Please note that this will also apply to a provider's patients who are members covered by our affiliated health plans in CA, CO, CT, GA, IN, KY, ME, MO, NH, NV, OH, WI, and VA. Based on member requests and growing trends, we anticipate that by the year 2020, nearly 50% of our Local Plan members may choose this option.

**Do electronic Member ID cards look different than hard copy cards?**

No. When the electronic Member ID cards are forwarded via email or fax, or accessed online, they will look just like the hard copy card.

**Provider options for obtaining a copy of an electronic Member ID card**

**Email or Fax:**

Member can email/fax the card from his/her phone. When members are viewing their ID Card on their phone, they will select the **Share icon**  and forward the card via email or fax.

*If member forwards via email, the email will indicate the following:*

- **From:** [noreply@anthem.com](mailto:noreply@anthem.com)
- **Subject line:** Anthem ID Cards for MEMBER FIRST AND LAST NAME

*If member forwards via fax:*

- **Cover sheet will read:** This ID Card is for MEMBER FIRST AND LAST NAME. This fax has personal health information (PHI), so please keep it in a safe place.

**Online: (coming soon – by January 1, 2018)**

View the Member ID card on the [Availity Web Portal](http://www.availity.com) at [www.availity.com](http://www.availity.com). This option is not available for Anthem members yet, but as the tool is released before January 1, 2018 specific navigation instructions will be available in upcoming provider communications.

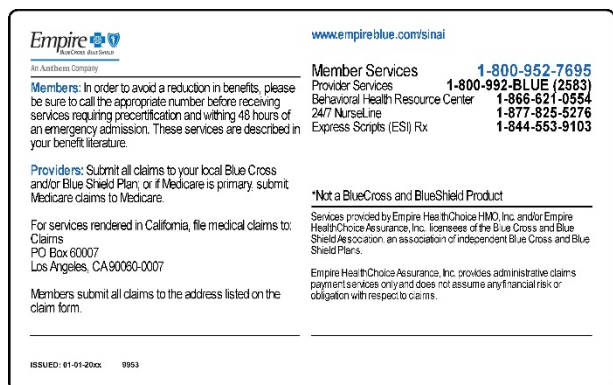
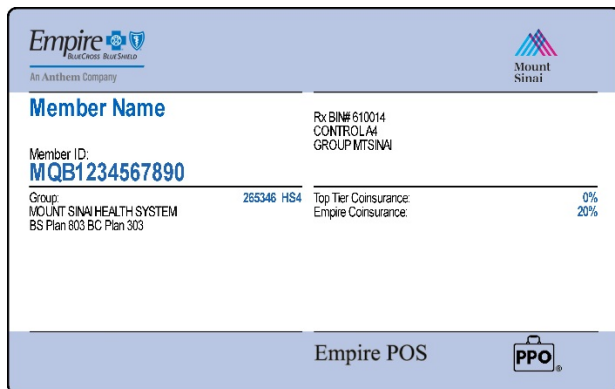
You will need same information as required to complete and Eligibility and Benefits Inquiry. Once the tool is available, you may view and print card if needed.

**Note:** Members are still required to have a copy of their card in one format or another, whether hard copy or electronic, in order for services to be rendered.

**Sample Electronic Member ID Cards**

**Samples: Whether card is obtained via email, fax, or via Availity image of the ID card will be similar to this sample.**

*Note: Sample Only – data on card will vary depending upon group and benefits purchased*



### Helpful Contact Information:

- For member eligibility and/or benefit questions, please contact Provider Customer Service number on the back of the member's ID card.
- For any other questions, contact your local Network Management Consultant.