

ID card distribution timeline



Renewal month	Timing for new ID card	Date enrollment files needed	Comments
January 2024–September 2024	November–December 2024	No enrollment file dependency	
October 1, 2024	September 2024	9/21/2024	Will not receive second ID cards for January 1, 2025 due to new BIN alone*
November 1, 2024	October 2024	10/18/2024	Will not receive second ID cards for January 1, 2025 due to new BIN alone*
December 1, 2024	November 2024	11/18/2024	Will not receive second ID cards for January 1, 2025 due to new BIN alone*
January 1, 2025	November–December 2024	12/12/2024	All members with January 1, 2025 effective date will receive one ID card with new BIN*
February 1, 2025 – September 1, 2025	October–November 2024	No enrollment file needed in 2024	May receive second ID card for 2025 plan or PCP changes

* Please note that any plan or PCP changes will trigger a new ID card as usual (qualifying event, addition of new members, member request, etc.)

Commercial member ID card changes

BIN and phone numbers will change for all members with Blue Shield pharmacy benefits – new cards will be issued

The image shows a sample Blue Shield California member ID card. It includes the Blue Shield California logo at the top left. Below the logo, there are two columns of information. The left column contains: Subscriber ID# 000000000000, Firstname Lastname, Group # 00000000, Effective 02/01/2023, and Copayment details (Primary Care \$40, Specialist \$40, Urgent Care Center \$40, Teladoc 0%, Emergency Room \$150). The right column contains: Name of provider Lastname, Firstname, (123) 456-0000, 01/01/23, Plan HMO, RxBIN 026696, and RxPCN 77993333. A small briefcase icon is at the bottom right.

The BIN (Bank Identification Number) tells the pharmacy where to send the claim.

The image shows a sample Blue Shield California buck slip. It is divided into several sections. On the left, there is a table with columns for 'Deductible' and 'Out-of-pocket maximum'. The table lists: Individual HMO medical (\$2,000 deductible, \$5,500 maximum), Individual in-network pharmacy (\$0 deductible, \$5,500 maximum), and a note that pharmacy is included in medical deductibles/out-of-pocket maximums. Below the table is the CA Medical claims to: Blue Shield of California, P.O. Box 272540, Chico, CA 95827-2540. On the right, there is a section titled 'We are here to help:' with the website blueshieldca.com/go and a list of phone numbers for Member Services, Mental Health Customer Svc., NurseHelp, LifeReferrals, To locate providers outside of CA, CA Provider Customer Service (includes hospitals for pre-visit), Pharmacists only, and Teladoc Health. At the bottom right is the Blue Shield California logo.

The Pharmacists only phone number is changing.

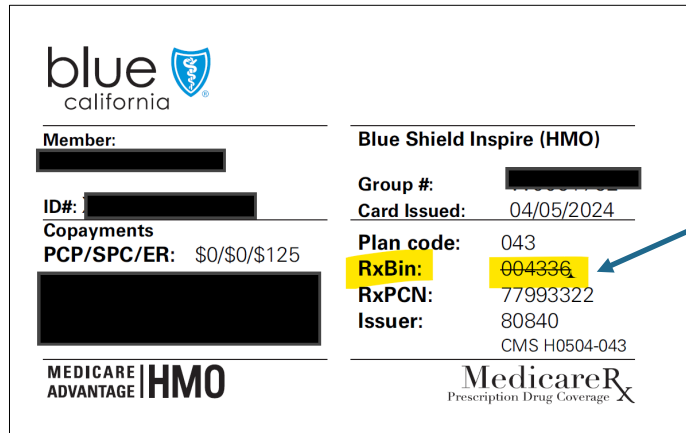
sample buck slip

- A buck slip detailing changes will provide members with information on why they're receiving a new card and what's different.
- ID cards will be updated in the member online account and Blue Shield mobile app. Members using Apple wallet will have their cards auto-updated. For non-Apple device users (e.g., Google), members will need to save the new digital ID card from the mobile app.

The image is a banner for Blue Shield California. It features the Blue Shield California logo on the left and the text 'Your new member ID card is here' on the right. Below the text, there is a QR code. At the bottom, there is a small line of text: 'Blue Shield of California is an independent member of the Blue Shield Association' and a reference code 'A5229SPRX_1024'.

Medicare member ID card changes

BIN, pharmacy phone numbers, and Direct Member Reimbursement address will change for all Medicare members – new cards will be issued in December 2024



The BIN (Bank Identification Number) tells the pharmacy where to send the claim.

- A buck slip detailing changes will provide members with information on why they're receiving a new card and what's different.
- ID cards will be updated in the member online account and Blue Shield mobile app. Members using Apple wallet will have their cards auto-updated. For non-Apple device users (e.g., Google), members will need to save the new digital ID card from the mobile app.



New pharmacy help desk number.

New Direct Member Reimbursement (DMR) address.

sample buck slip

