

Provider Manual

Chapter 4: Member Identification Cards

By the end of 2020, all members will receive their own personal member identification (ID) card as EmblemHealth phases out cards that cover both the subscriber and dependents. Our New York City GHI PPO members are issued two ID cards, one from EmblemHealth and one from Empire BlueCross BlueShield (BCBS). Physical cards are mailed to members and are available virtually from the Eligibility Look-up results in the provider portal.

A member ID card does not guarantee eligibility or payment. Providers should [verify member eligibility](#) on emblemhealth.com/providers in addition to asking to see an ID card at each visit.

Cards show important health plan information, including the network the member may access, who is responsible for managing the member's care, where to submit claims, covered riders, and copayments. Diagrams in the "Sample ID Cards" section of this chapter show how to quickly locate key coverage details and contact information.

Member ID Numbers

EmblemHealth uses unique non-Social Security, number-based identification numbers. For most members, this will be an 11-digit alphanumeric member ID. The IDs start with the letter "K" followed by a unique 8-digit number (a "K-ID"). The final two digits distinguish the subscriber from each dependent (01, 02, 03, etc.). **Effective January 1, 2021**, EmblemHealth will issue Medicare subscribers' dependents new unique member IDs that are not derived from the Medicare subscriber's ID. Medicaid members receive a unique Medicaid Client Identification Number. This practice protects our members' confidentiality and deters identity theft and fraud.

Note: [GHI PPO members \(other than City of New York\) are migrating](#) upon plan renewal to our new claims platform through the end of 2020. You will know a member has been migrated when you see the K-ID.

Effective July 1, 2020, [GHI PPO City of New York members will use K-IDs](#). EmblemHealth ID cards will display the full 11 digits. Empire BCBS will adopt the same K-ID but will only use and display the first 9 digits on their member ID cards. City of New York members who are also eligible for Medicare benefits will have member ID cards issued to all family members individually in compliance with CMS regulations. Effective July 1, 2020, GHI PPO City of New York members will use K-IDs. EmblemHealth ID cards will display the full 11 digits. Empire BCBS will adopt the same K-ID but will only use and display the first 9 digits on their member ID cards. City of New York members who are also eligible for Medicare benefits will have member ID cards issued to all family members individually in compliance with CMS regulations.

Remember: Please submit preauthorization requests and claims using the member ID in effect on the date of service.

Sample ID Cards

This section shows generic examples of the ID cards you may see. The diagrams point out where to find key coverage details and contact information. Actual cards will be customized based on the member's policy and, in the case of our Bridge Network, employer group.

Member ID cards may have logos for managing entities or extended networks that affect utilization management, member access to specific networks, and more. A key to these networks and entities appears below the Member ID diagrams.

Standard Templates

This first two examples are the ID card templates used for most [EmblemHealth plans](#). These are the most common design you will see.

The third example is the ID card template used for Child Health Plus members. In 2020, Child Health Plus ID cards are being reissued with "CHILD" as the plan name in the upper right-hand corner on the front of the card. This is a cosmetic change only. The members' benefits are not changing. Child Health Plus members access the Enhanced Care Prime Network.

FRONT

Plan name (see list)

Member name

Member ID number

Network name

PCP name

PCP phone

Copays

EmblemHealth

VIP Value (HMO)

MEMBER: **SAMPLE CARD**
ID NUMBER: **K000000000**

Network: **VIP Prime**

PCP Name: **Dr. SAMPLE CARD**

PCP Phone: **800-447-8255**

Copay: **PCP \$15 SPEC \$50**

Urgent: \$65 ER \$90

Rx \$4/ \$20/ \$47/ \$100/ 28%

MedicareRx
Prescription Drug Coverage X

Rx BIN#: 400023

Rx PCN#: 0020050403

Issuer#: (80840)

CMS#: H3330-036-000

Preventive Dental
Reduced Rx cost-sharing at Preferred Pharmacies

BACK

Customer service phone number

Claims address

emblemhealth.com/medicare

MEMBERS AND PROVIDERS: Network providers must provide or arrange nonemergency care. Call **1-866-447-9717** to request prior approval and confirm eligibility.

Customer Service: **1-877-344-7364** (TTY/TDD: 711)

Emblem Behavioral Health Services: **1-888-447-2526**

EmblemHealth Pharmacy Services: **1-877-444-7097**

Dental (DentaQuest): **1-844-776-8749**

Vision (CPS-EyeMed): **1-844-790-3878**

Behavioral Health claims to: Emblem Behavioral Health Services, PO Box 1850, Hicksville, NY 11802

All other claims to: EmblemHealth, PO Box 2845, New York, NY 10116-2845

Underwritten by HIP Health Plan of New York



MEMBER: **JANE Q SAMPLE**
ID NUMBER: K000000000

EPO

Network: **Bridge**

Copay: **Physician \$XX**

In Network Deductible **\$XX/\$XX**

In Network Coinsurance **XX%/XX%**

No Referral Required

No PCP Required

ConnectiCare. The QualCare logo features a circular emblem with a stylized 'Q' inside, followed by the word "QUALCARE" in a bold, sans-serif font.

Go Paperless—Visit emblemhealth.com/members

MEMBERS AND PROVIDERS: Network providers must provide or arrange non-emergency care. Providers call **866-447-9717** to request prior approval of a hospital admission.

Customer Service: **800-447-8255 (TTY: 711)**

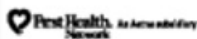
Claims Questions: **866-447-9717**

Emblem Behavioral Health Services: **888-447-2526**

Behavioral Health claims to: Emblem Behavioral Health Services,

PO Box 1850, Hicksville, NY 11802

All other claims to: EmblemHealth, PO Box 2845, New York, NY 10116-2845



Administered by EmblemHealth Insurance Company.

FRONT

Member name


Member ID number

PCP name

Copays

PCP phone

**CHILD
Referral Required**

 **EmblemHealth®**


MEMBER: Sample Card
ID NUMBER: K000000000

PCP Name: **Dr. Sample Card** PCP Phone: **000-000-0000**

Copay: **PCP \$0 SPEC \$0 ER \$0 Rx \$0**

Dental: **\$0**

BIN#: 400023

 **AdvantageCare Physicians**

BACK

Customer service
phone number

Claims address


Go Paperless - Visit emblemhealth.com/members

MEMBERS AND PROVIDERS: Network providers must or arrange nonemergency care. Call **866-447-9717** to request prior approval and confirm eligibility.

Customer Service: **855-283-2146** (TTY/TDD: 711)
 Claims Questions: **866-447-9717**
 Emblem Behavioral Health Services: **888-447-2526**
 Dental (DentaQuest): **844-776-8748**
 Vision (EyeMed): **877-324-2791**

Emblem Health Customer Service, 55 Water St, New York, NY 10041
 Claims Submission, EmblemHealth, PO Box 2845, New York, NY 10116
 Behavioral Health claims to: Emblem Behavioral Health Services, PO Box 1850, Hicksville, NY 11802

Underwritten by Health Insurance Plan of Greater New York



City of New York ID Card Templates

The next three images are examples of the ID cards used by City of New York members. City members with a GHI PPO plan are sent two ID cards – one from EmblemHealth and the other from Empire. In July 2020, both companies began using the same member ID number; however, Empire will only use and show the first 9 digits. Please be aware of this when switching between EmblemHealth and Empire systems.

FRONT

Member name

Member ID number

Plan name

Network name

PCP name

PCP phone

Copays

Managing Entity or
Extended Network

EmblemHealth
THE CITY OF NEW YORK
HIP HMO BENEFITS PROGRAM

MEMBER: **SAMPLENAME**
ID NUMBER: **00000000** Customer Service: **833-CNY-Gold**

Network: **Prime**
PCP Name: **Dr. Sample Card**
PCP Phone: **000-000-0000**
Copay: **PCP \$10 SPEC \$10 Urgent Care \$50 ER \$150 Rx N**
Rx BIN#: **400023**

ConnectiCare

BACK

Customer service
phone number

Claims address

Go Paperless – Visit emblemhealth.com/GOLD

MEMBERS
Customer Service: **833-CNY-GOLD** (833-269-4653)
Behavioral Health Services: **888-447-2526**

PROVIDERS
Provider Services: **866-447-9717**
Behavioral Health claims: EmblemHealth Behavioral Health Services,
PO Box 1850, Hicksville, NY 11802
All other claims: **emblemhealth.com**

For TTY: **711**

Underwritten by Health Insurance Plan of Greater New York



FRONT

Member name

Member ID number

Copays


Network name

	 THE CITY OF NEW YORK HEALTH BENEFITS PROGRAM
Sample Member ID: K000000000 HEALTH PLAN: MEDICAL	
NETWORK: GHI CBP	
Preventive Care Copay: \$0 ACPNY* Copay: Other Providers Copay: Lab/Radiology Copay: \$20 Urgent Care Copay: \$50 Rx BIN#: 003858 Rx PCN: A4 RX Plan: Express Scripts *AdvantageCare Physicians	Preventive Care Rx Copay: \$0 PCP \$0 SPEC \$0 PCP \$15 SPEC \$30 MRI/CT Hi-Tech Radiology: \$50 Physical Therapy Copay: \$20 RxGRP: GH3A Underwritten by GHI

BACK

Customer service phone number

Claims address

	emblemhealth.com
	EmblemHealth Member Services: 212-501-4444 Express Scripts Customer Services: 877-534-3682
	Submit Medical Claims to: EmblemHealth (Payer ID No.13551) P.O. Box 3000, New York, NY 10116-3000 Emblem Behavioral Health Services: 888-447-2526 Behavioral Health claims to: Emblem Behavioral Health, PO Box 1850 Hicksville, NY 11802
	NYC Healthline Number: 800-521-9574 Call NYC Healthline for precertifications including: <ul style="list-style-type: none"> • Inpatient admissions • Within 48 hours of an emergency admission • Ambulatory surgery • Physical and speech therapy after the 16th visit Full list of services requiring precertification available at emblemhealth.com/city
	Possession of this card does not guarantee payment.
	

FRONT

Member name

Member ID number

Network name

Plan name

Copays

Empire BLUECROSS BLUESHIELD
An Anthem Company

The City of New York

Sample Member
Identification Number
NYC K00000000

The City of New York Health Benefits Program

Health Plan: Hospital
BC Plan 754

ER copay*: \$150
Hospital copay: \$300 per admission

Call NYC HEALTHLINE for hospital admissions and Empire member services for benefit information (see details on back).

PPO

BACK

Customer service phone number

Empire BLUECROSS BLUESHIELD
An Anthem Company

Possession of this card is not a guarantee of payment.

Call Empire member services for:

- Hospital benefit and claims information
- Participating inpatient, ambulatory surgical, cardiac and physical rehab facilities

Call NYC Healthline for precertifications, including:

- Inpatient admissions
- Within 48 hours of an emergency admission
- Ambulatory surgery
- Physical and speech therapy after the 16th visit

Full list of services requiring pre-certification available at www.empireblue.com/nyc

www.empireblue.com/nyc

Empire Member Services: 1-800-433-9592
NYC Healthline 1-800-521-9574
(for precertification)

*ER copay waived upon admission.

Providers: Submit all claims to your local BlueCross and/or BlueShield Plan. When Medicare is primary, file claims with Medicare.

Services provided by Empire HealthChoice Assurance, Inc., a licensee of the Blue Cross Blue Shield Association, an association of Independent Blue Cross and Blue Shield plans.

FRONT

Member name

Member ID number

Product name (see list)

connecticare.com

ConnectiCare


Jonathan O Sample Product Name

Group number
Rx number
Coverage date

Jonathan Q Sample **FlexPOS**

ID#: 123456789
Group#: 45678
Rx group: 9876
Coverage effective: 2/2/16

This is a high-deductible health plan.
Your benefit summary has information on deductibles, out-of-pocket limits and more.



ConnectiCare |  **EmblemHealth**

Jonathan Q Sample **FlexPOS**

ID#: 123456789
Group#: 45678
Rx group: 9876 Coverage effective: 2/2/16

PHCS Healthy Directions




Coverage provided by ConnectiCare, an EmblemHealth company.
Connecticare.com


Managing Entity or Extended Network


BACK


Customer service phone number

Claims address

 **Phone Numbers**
Member services: 860.674.5757 or 800.251.7722
TTY users: 800.833.8134
Mental health and substance abuse: 888.946.4658
MDLIVE telemedicine: 888.995.0217

 **Find a Doctor:** at ConnectiCare.com.

 **Send claims to:**
ConnectiCare, P.O. Box 546, Farmington, CT 06034-0546
Payer number: 06105
860.674.5850 or 800.828.3407

 **EmblemHealth** Prime Network

This card is for identification only and does not guarantee eligibility.

Managing Entities

HealthCare Partners: The member is assigned to an HCP primary care physician. The managing entity is responsible for utilization management for assigned members.

Montefiore Medical Center: The member is assigned to a Montefiore primary care physician. The managing entity is responsible for utilization management for assigned members.

SOMOS: The member is assigned to a SOMOS primary care physician. The managing entity is responsible for most utilization management for assigned members. SOMOS members, however, participate in EmblemHealth's special utilization management programs.

Extended Networks

Bridge Network: Members who have the Bridge Network on their member ID cards belong to self-funded employer groups for which EmblemHealth and ConnectiCare are providing administrative services and access to our commercial networks. For information on the Bridge Network, [click here](#). To see the quick reference guide which includes an image of a Bridge Network Member ID card, [click here](#).

ConnectiCare: Some members who access care through the Prime Network may also access care through ConnectiCare in Connecticut. Similarly, some ConnectiCare members may access care through EmblemHealth's Prime Network. See the [Provider Networks and Member Benefit Plan chapter](#) for applicable plans.

First Health Network: MultiPlan is being replaced by First Health Network for both EmblemHealth and ConnectiCare. This will be a rolling transition as member plans renew starting **Jan. 1, 2020**. Member ID cards will be redistributed with the First Health logo.

PHCS/MultiPlan: Members in the National Network have access to PHCS/MultiPlan outside of New York.

QualCare: Certain members in the Prime Network have access to QualCare's network in New Jersey. Likewise, HMO members have access to the QualCare HMO network; other plans have access to QualCare PPO network. See the [Provider Networks and Member Benefit Plan chapter](#) for applicable plans.