



**BlueCross BlueShield
of Oklahoma**

New Member ID Cards Frequently Asked Questions

Why is Blue Cross and Blue Shield of Oklahoma introducing new member ID cards?

Blue Cross and Blue Shield of Oklahoma, in conjunction with a mandate from the Blue Cross and Blue Shield Association, is part of a new initiative requiring that all Blues Plans adopt a standardized format for member ID cards. By standardizing formats across all Blue Cross and Blue Shield Plans, members traveling or living out of state may find that their medical claims are processed more efficiently.

When are the new cards being distributed?

The new ID cards are being phased in during the next few years. All members will receive new ID cards by January 1, 2011. When you receive the new ID card, begin using it immediately and discard any previous card(s).

For a period of time you may have a new ID card while a co-worker has the older version. No matter which version of the ID card you have, you will receive all the advantages associated with having a Blue Cross and Blue Shield health care plan – including access to one of the largest provider networks and our member programs, services and resources.

Why is there a magnetic stripe on the back of the new ID card?

The magnetic stripe has been added to take advantage of emerging technologies. Also, several states are proposing legislation encouraging magnetic stripe usage on member ID cards to promote more efficient claims processing and help control health care administrative costs.

At this time, the magnetic stripe on the back of the member ID card only contains subscriber information, such as name, birth date, ID number and group ID number. *The new card is not a credit or debit card.* There is no financial or personal medical information stored on the card.

To read the data on the magnetic stripe, health care providers need certain card readers, software and connectivity. For providers who have card readers, office staff can “swipe” the ID card when registering members. The card reader can electronically – and in real time – verify member eligibility and benefits (such as any copayments). As card readers become more widely available in providers’ offices, swiping will become more common. Swiping should help make registration at health care appointments more accurate and claims processing more efficient.

What is the new ID card made of?

The new card is made of Teslin[®], a synthetic printing material that is nontoxic to the environment. As Teslin has no ozone-depleting components and no cellulose-based materials, it does not contribute to forest harvesting, and will not leach into groundwater when disposed of in a landfill.