

How To Use Your Insurance Card

Benefits plans will be administered by Capital Blue Cross starting Jan. 1, 2025. Towards the end of this calendar year, you will receive your new benefits ID card along with information on how to maximize your benefits through Capital Blue Cross. Your ID card is one of the most important cards you carry. Providers will accept it when you need covered services. It contains information about your coverage that will help with fast and accurate processing of any claims.

Card Front



1 Capital 

2 SUBSCRIBER'S FIRST NAME
SUBSCRIBER'S LAST NAME

Member ID
WSS123456789012

RxBIN **611790**
RxGRP **AL03**
RxPCN **COMM**

WELLSPAN PLUS
TIER 1 DEDUCTIBLE **\$XX,XXX**
OUT OF POCKET **\$XX,XXX**

IN NETWORK DEDUCTIBLE **\$XX,XXX**
OUT OF POCKET **\$XX,XXX**
OUT OF NETWORK DEDUCTIBLE **\$XX,XXX**
OUT OF POCKET **\$XX,XXX**

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3 PPO 

- 1** Your name is listed here. ID cards show the name of the policyholder only. Dependents who have coverage under this policy can still use the ID card, even though it only shows the policyholder's name.
- 2** Your member ID is listed here. The first three characters of the member ID identifies your group. A group number does not appear on the ID card.
- 3** Your ID card will include the Tier 1 and Tier 2 deductibles and out-of-pocket maximum amounts for the plan you selected. Copays (if applicable) do not appear on the ID card.

Card Back



4 Capital 

Members: Call Customer Service for claims filing information.

Providers: File claims with the local Blue Cross and/or Blue Shield Plan where member received services. When Medicare is primary, file Medicare claims directly with Medicare. Preauthorization required for some hospital outpatient procedures and all hospital inpatient admissions. MRI/MRA/PET/CT, radiation oncology therapy, spine surgery and pain management will require authorization to ensure benefit payment. Report emergency admissions within 24 hours.

Capital Blue Cross provides administrative services only and does not assume any financial risk for claims.

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Customer Service: **877-317-0186**
PPO Network Provider Information: **800-810-2583**
Provider Service: **800-868-2510**
Preauthorization: **888-376-6544**
Quest Behavioral Health*: **800-364-6352**
Pharmacy Benefits*: **844-306-5008**
*Contracts directly with group.

Capital Blue Cross is an Independent Licensee of the Blue Cross Blue Shield Association.

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- 4** Claim submission instructions are listed here for members (covered team members and their families, if applicable) and providers. Information is included for medical coverage.
- 5** Contact information for different services is listed here, including a customer service number that can answer questions about your insurance coverage.

Questions?

For questions about your medical ID card, contact the Capital Blue Cross Customer Service at **877-317-0186**.

NOTE! Family tiers receive four cards, and all other tiers of coverage receive two. Additional ID cards can be ordered via My Health Toolkit® or through Customer Service.