

# 5 Identification (ID) Cards

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**Description** This chapter focuses on information about the member's health plan ID card.

**Sections**

- Section 1: Using the ID Card
- Section 2: Reading the ID Card
- Section 3: Sample ID Cards



## Section 1: Using the ID Card

### Using the ID Card

The member health plan ID card is the link between the dentist, the patient, and the available benefits. It includes information necessary to submit a claim.

To ensure that you have the most current information, it is important to capture all ID card data at the time of service in order to verify membership and coverage. Please note the following:

- Ask for a current ID card **at each visit** to confirm any product or benefit changes that may have occurred
- Make copies of the front and back of the ID card and share this information with your billing staff
- Transfer information to the claim exactly as it is presented on the card
- Check the “Date Printed” (See Section 2: Date Printed)

### ID Number

Our standard is to use a uniquely assigned member ID number preceded with a three-digit alpha prefix. We no longer use Social Security Numbers.

If you have questions, call the member’s Customer Service department (printed on the back of the member’s ID card), or visit our website at [premera.com/provider](https://premera.com/provider).

**Note:** The card is not a guarantee that the member’s coverage is currently in effect.



## Section 2: Reading the ID Card

### Front of the ID Card

The front of the ID card identifies the member's plan and contains coverage and cost-sharing information, as well as billing completion information. Here's what to look for when reading the front of the ID card:

<b>Group Number</b>	Premera Blue Cross Blue Shield of Alaska, or another Blue Cross Blue Shield plan, uses this number to identify the member's group information.
<b>Identification Number</b>	Each member is assigned an identification number. You must submit the member's ID number on all claims and correspondence exactly as displayed on the members ID card.
<b>Alpha Prefix</b>	The alpha prefix in front of the member's ID number identifies the member's specific Blue Cross Blue Shield plan. The alpha prefix must be submitted on all member claims to ensure that the claim is routed correctly for adjudication and payment.
<b>Suffix</b>	The suffix indicates the member's relationship to the subscriber and does <b>not</b> need to be included on any claim.
<b>Dental</b>	This field on the front of the card will display the member's Dental Plan information. If the Dental label is not listed on the patient's card, this indicates an absence of dental benefits.

**Note:** Submit claims with the alpha-prefix information exactly as printed on the member ID card.

<b>BCBS Plan</b>	A number code used to assist in the identification of the member's Blue Cross Blue Shield plan.
<b>Date Printed</b>	<p>ID cards include a "Date Printed" in the lower left side of the card. This date represents the date that the ID card was printed, not the member's effective date of coverage.</p> <p>Generally, if the member's plan has not changed, we do not issue a new ID card. A member's card is still valid even if it is more than two years old. If the Date Printed on the ID card is more than two years old, we recommend that you confirm that the member has not received a new ID card.</p>

### Back of the ID Card

The back of the card is divided into sections, members and providers. Here is what providers should look for on the back of the ID card:

- Billing instructions for paper claims and address specific to the member's plan
- Phone numbers for assistance:
  - Member's Customer Service department
- [premera.com](https://www.premera.com)

To expedite paper claims payment, use the P.O. Box printed on the back of the member's ID card when billing paper claims.

## Section 3: Sample ID Cards

### ID Card

Below is an example of a member's ID card with medical and dental plans.

### Front of Card

1 points to Member IMA MEMBER  
2 points to Prefix ZKR  
3 points to Identification # 999999999  
4 points to Suffix 01  
5 points to Medical Network AK HERITAGE SELECT  
6 points to Dental HIGH OPTION

- 1 **Prefix:** Include the alpha prefix with the member's ID number on all claims.
- 2 **ID number:** This number must be used when submitting claims to identify the patient.
- 3 **Suffix:** Indicates the member's relationship to the subscriber and does **not** need to be included on any claim.
- 4 **Medical:** Indicates the member's specific medical network.
- 5 **Dental:** Indicates the member's dental plan and that the member has dental benefits.
- 6 **Date Printed:** The date this card was last printed and issued to the member. This date will help to verify that you have a copy of the member's most current ID card.  
*Note:* The "Date Printed" is not the effective date of coverage.

**Note:** To protect member confidentiality, the subscriber's Social Security number is no longer used.


### Back of Card

7 points to Contact Information: Key phone numbers.  
8 points to Claims Submission: Billing instructions and address.

- 7 **Contact Information:** Key phone numbers.
- 8 **Claims Submission:** Billing instructions and address.


**ID Card  
Dental**


This is an example of an ID card you may see from members who have dental-only coverage.

<b>PREMERA</b>   	
<b>BLUE CROSS BLUE SHIELD OF ALASKA</b>	
An Independent Licensee of the Blue Cross Blue Shield Association	
<hr/>	
<b>Member</b> <b>IMA MEMBER</b>	<b>Dental</b> STANDARD
<b>Prefix</b> <b>Identification #</b> <b>Suffix</b>	
ZKT 999999999 01	
<hr/>	
<b>Group #</b> 1234567	
<hr/>	
<b>BCBS</b> 430	<b>DENTAL ONLY</b>
<b>Date Printed</b> 12/20/2007	
<hr/>	

**Washington  
ID card**

These are examples of ID cards you may see from members who have dental-only coverage in Washington. The Premera Blue Cross logo on the Washington statewide ID card contains only the cross symbol. The card that contains both the cross and the shield symbol in the logo is issued to residents in most Eastern Washington counties (see below)

<b>PREMERA</b>   	
<b>BLUE CROSS</b>	
An Independent Licensee of the Blue Cross Blue Shield Association	
<hr/>	
<b>Member</b> <b>IMA MEMBER</b>	<b>Dental</b> STANDARD
<b>Prefix</b> <b>Identification #</b> <b>Suffix</b>	
ZKT 999999999 01	
<hr/>	
<b>Group #</b> 1234567	
<hr/>	
<b>BCBS</b> 430	<b>DENTAL ONLY</b>
<b>Date Printed</b> 12/22/2007	
<hr/>	

<b>PREMERA</b>   	
<b>BLUE CROSS</b>	
An Independent Licensee of the Blue Cross Blue Shield Association	
<hr/>	
<b>Member</b> <b>IMA MEMBER</b>	<b>Dental</b> STANDARD
<b>Prefix</b> <b>Identification #</b> <b>Suffix</b>	
ZKT 999999999 01	
<hr/>	
<b>Group #</b> 1234567	
<hr/>	
<b>BCBS</b> 430	<b>DENTAL ONLY</b>
<b>Date Printed</b> 12/22/2007	
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