

**PROVIDER BULLETIN**  
#20-2013

**TO:** Participating hospitals and ambulatory surgical centers

**FROM:** Contracting and Provider Networks

**DATE:** November 12, 2013

**SUBJECT:** Re-Issue of Member ID Cards

As of November 1, 2013, Independence Blue Cross (IBC) is in the process of transitioning to a new claims processing platform (“new platform”), which will offer greater capabilities, increased flexibility in benefit design, and enhanced functionalities for an improved overall customer experience.

As members are migrated, they will be issued a new member ID card with a new ID number and, in some cases, a new alpha prefix. For this reason, it is imperative that you obtain a copy of the member’s current ID card at every visit to ensure that you submit the most up-to-date information to IBC. Please also verify eligibility and benefits using the NaviNet® web portal prior to rendering service.

**Current member ID cards**

Currently, IBC uses a 10-digit member ID number to identify each member, and dependents have a unique suffix. We refer to this number as a “unique subscriber ID” (USI). See below for sample ID cards for **non-migrated** members:



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**We encourage you to share this information with appropriate members of your staff.**

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## New member ID cards

As commercial and Medicare Advantage HMO and PPO members are migrated to the new platform, they will be issued a new ID card. For these migrated members, IBC will assign a new 12-digit member ID number, called a “unique member ID” (UMI). This means that the subscriber and all members covered under the subscriber’s policy will share the same ID number. *Note:* Members with our Medicare Supplement plan – MedigapSecurity – will be assigned a 13-digit ID number, with the last digit being an alpha character.

Some plans will also be assigned a new 3-character alpha prefix, which will also appear as part of the ID number.

Each member ID card will include the member’s name and subscriber UMI.

See below for sample ID cards for **migrated** members:



## For more information

To assist you in successfully submitting claims for IBC members during this interim state, updated payer ID grids will be available at [www.ibx.com/edi](http://www.ibx.com/edi). These payer ID grids will include alpha prefix information for both migrated and non-migrated members.

For more information about our Business Transformation, please visit our dedicated site at [www.ibx.com/pnc/businesstransformation](http://www.ibx.com/pnc/businesstransformation). On this site, you will find a communication archive and Frequently Asked Questions (FAQ) document. If you still have questions after reviewing the FAQ, email us at [provider\\_communications@ibx.com](mailto:provider_communications@ibx.com).

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