



**Helping you get the care you need — when you need it.**

**Even before you have your member ID card.**

At Anthem Blue Cross and Blue Shield, we know how helpful it is to have someone answer your questions when you're using a new health care plan for the first time. Especially when you need non-emergency\* medical care before you have your new member ID card.

That's why we set up a special hotline with a dedicated team of customer service representatives. We'll help you get the care you need as soon as you're eligible.

**Please cut out the temporary ID card below and use it until you get your permanent card.**



**For non-emergency services before you get your member ID card, call 855-603-7981 for help.**



**Employer's name:** \_\_\_\_\_

**Group ID number:** \_\_\_\_\_

**Your effective date:** \_\_\_\_\_

**Physician's name:** \_\_\_\_\_

**Physician's phone number:** \_\_\_\_\_

**For Members:**

1. Give this card to your health care provider when you need non-emergency medical care.
2. Call our dedicated team at 855-603-7981 with any questions, and tell the representative the name of your employer and their group ID number.
3. Tell the representative the name and phone number of your physician.

**For Health Care Providers:**

1. To verify eligibility and effective dates, call 855-603-7981.
2. Tell the representative the employer's name and group ID number.
3. The representative will verify the patient is an Anthem member and advise when coverage became effective.

**Representatives are available Monday through Friday from 8 a.m. to 6 p.m. Eastern time, except holidays.**

**Please note:** This card is temporary. Please replace it with your Anthem Blue Cross and Blue Shield member ID card once you get it. Our dedicated team will answer your questions for 30 days after your effective date.

\*In an emergency, call 911 and/or seek care at the nearest emergency care facility.

**To get non-emergency health care services before you get your member ID card, just:**

- Cut out your temporary ID card from this sheet and show it to your health care provider.
- Call the hotline at 855-603-7981 if you have any questions.
- Tell the team member the name of your employer group and your employer's group number.

**Representatives are available Monday through Friday from 8 a.m. to 6 p.m.  
Eastern time, except holidays.**

That's all you need to do. We will take care of the rest.

**Our dedicated team will:**

- Tell physicians and other health care providers that you're an Anthem member.
- Confirm the effective date of your health care plan.
- Confirm what benefits you're eligible for.



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