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# New Anthem ID cards coming to your mailbox [1]

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Anthem Blue Cross and Blue Shield will mail new health plan ID cards to CU Health Plan members the week of Jan. 21. If you are a CU Health Plan member using a plan administered by Anthem, please begin using the new card as soon as you receive it.

You can receive your new card faster by downloading the Anthem Anywhere app [3]. The app allows you to access your ID card at any time and if the card is updated in the future, you will have immediate access to the latest version. You'll also be able to find a doctor, access your Anthem health records, manage your prescription benefits and estimate healthcare costs - all within the app.

Members can also download or print a copy of their new ID card from CU's Anthem microsite [4].

Whether you prefer the old-fashioned plastic card or the digital version, the new card you receive will have the following updates:

- New pharmacy BIN and PCN numbers
- A separate Member Services number
- A new pharmacist help number

The new ID cards will not affect prescription benefits. Anthem recently changed their method for processing prescription drug claims – an effort taken to create a better customer and pharmacist experience. Their new process should amount to better customer service for members and pharmacists. To learn more about these changes, visit this FAQ page [5].

For questions, contact Anthem Blue Cross Blue Shield member services at 1-800-735-6072.

benefits [6], Wellness [7]
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