

Electronic Member ID Cards: *Quick Reference Guide*

Anthem's mobile app: *Anthem Anywhere*

Anthem has a mobile app called Anthem Anywhere that allows members to manage their benefits on their smart phones, including electronic copies of their ID cards. Anthem Anywhere mobile app allows members easy access to their ID card even when there is no internet connection.

We want to ensure a member's request for electronic ID card meets a provider's office needs. If presented with an electronic card, you may still obtain a copy of the ID card for your records.

What this means for providers: Frequently Asked Questions

What if I need a copy of the member ID card?

Members have the option to email or fax their ID card from their phone, and providers can view (and print the card if needed) from the Availity Portal. (See **Provider options for obtaining a copy of electronic member ID card** section for further details).

Is emailing a member ID card HIPAA Compliant?

Even if your practice does not have a secure email service, it is not a HIPAA violation for the provider to **receive** the ID card via email. The HIPAA Regulations do not prevent the member from sharing their ID card with a provider via the means of their choice. The application is a secure service for the member to utilize, and offers the member other ways to give a copy of their ID card to a provider securely, such as printing or faxing the ID card.

What if our office scans ID cards?

Members can email or fax the card, and that image can be scanned. Some scanners have a scanner router built in and you may be able to send the ID card image directly to the scanner for the ID card to be scanned, without having to print a paper copy to truly stay green in your efforts of going electronic.

Will all cards be going electronic at some point?

We will allow members the *option* to choose electronic cards only. If the member chooses this option, he/she will not receive a hard copy card. Members will continue to have the option of selecting a hard copy card if that is their preference.

How many Anthem members will have this option?

- Individual commercial members have had this option since January 1, 2018. (This includes all plans on and off exchange.)
- Most Small Group members have had this option upon their group renewals since January 1, 2018.
- Other membership including some Large Groups and National Account members have had this option since late 2018.
- Anthem employees will have this option starting May 2019.
- Further expansion to additional members is scheduled for 2019 and beyond
- Federal Employee Program® (FEP®) and Medicare coming in the future

Note: Please note that this will also apply to a provider's patients who are members covered by our affiliated health plans in CA, CO, CT, GA, IN, KY, ME, MO, NH, NV, OH, WI, VA, and NY. Based on member requests and growing trends, we anticipate that by the year 2020, nearly 50% of our Local Plan members may choose this option.

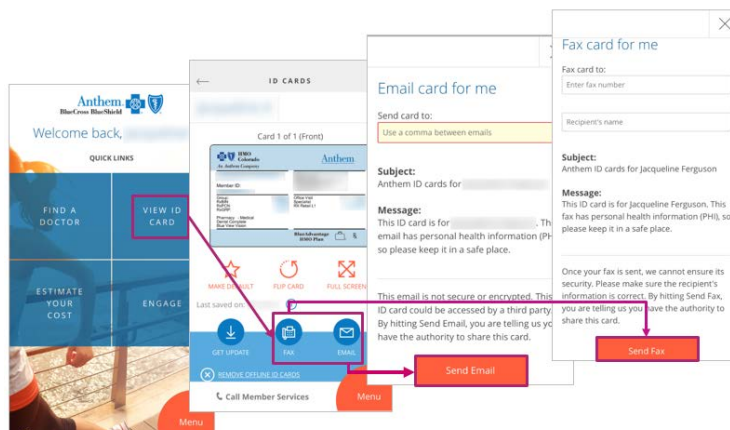
Do electronic member ID cards look different than hard copy cards?

No. When the electronic member ID cards are forwarded via email or fax, or accessed online, they will look just like the hard copy card.

Provider options for obtaining a copy of an electronic Member ID card

Email or Fax:

Member can email/fax the card from his/her phone. When members are viewing their ID Card on their phone, they will select the **email** or **fax** icon to forward their ID card.



If member forwards via email, the email will indicate the following:

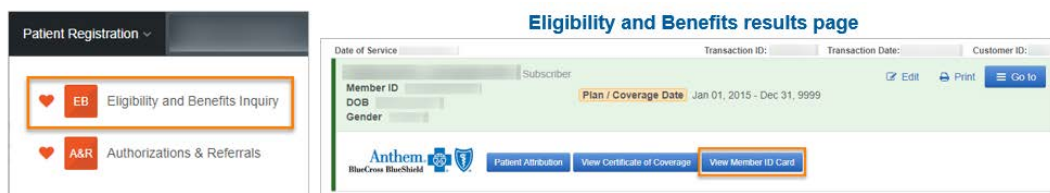
- **From:** noreply@anthem.com
- **Subject line:** Anthem ID Cards for MEMBER FIRST AND LAST NAME

If member forwards via fax:

- **Cover sheet will read:** This ID Card is for MEMBER FIRST AND LAST NAME. This fax has personal health information (PHI), so please keep it in a safe place.

Online – through the Availity Portal:

Providers also have the option to view Anthem Member ID Cards online (and print if needed) from the Availity Portal at availity.com. When conducting an Eligibility and Benefits (E&B) Inquiry -- from the E&B Results page, select the blue button titled **View Member ID Card**. (Currently excludes BlueCard®, Federal Employee Program® (FEP) and some health plans' Medicare Advantage and Medicaid members.)



Note: as with all E&B Inquiries on Availity, providers must have the member ID number (including the three-character prefix) and one or more search options of date of birth, first name and last name.

Note: Members are still required to have a copy of their card in one format or another, whether hard copy or electronic, in order for services to be rendered.

Helpful Contact Information:

- For member eligibility and/or benefit questions, as well as any other questions, please contact the Provider Customer Service number on the back of the member's ID card.