



Subject: Blue Cross Blue Shield ID Card Error Correction

Dear Participant,

We recently discovered the Group Number and three letters in front of your Identification Number on your Blue Cross Blue Shield (BCBS) ID card are incorrect. You will receive a corrected ID card from BCBS in 7–10 business days. Once your new card arrives, please discard your current BCBS ID card.

If you need to fill a prescription before you receive your new card, your current ID card will work for pharmacy services.

If you need to utilize medical or behavioral health services before your new card arrives, you can print a temporary ID card from BCBS.

How to print a temporary ID card

- **Option #1:** Log into benefitsaccess.org, click on 'Health Details' and then click on the "Go to Blue Cross Blue Shield" button.
 - If this is the first time you are using the BCBS portal from Benefits Access, you will need to register by entering identifiable information, including your ID number. Please use the ID number on your current BCBS card—omit the first 3 letters.
 - If you have not yet registered for Benefits Access, go to benefitsaccess.org and click 'New User Registration.'
- **Option #2:** Log into HealthFlex/WebMD from wespath.org, click on 'My HealthFlex Benefits' and 'Medical and Behavioral Health—BCBS.'
- Once you are in the BCBS portal, click on the picture of the ID card on the left side of the page. You will be given the option to print the card.
- If you have difficulty accessing your BCBS account or printing a temporary ID card, please call BCBS at: **1-866-804-0976**.

If you have already used this card for medical or behavioral health expenses in 2021, you may experience a delay in approval or payment of medical and behavioral health claims processed before 1/14/21. Wespath is working with BCBS to limit and correct any delay or denial. You can look up claim status in the BCBS online portal.

We sincerely apologize for this error and any inconvenience this may cause you.

Sincerely,
Wespath Benefits and Investments

