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## Your new Blue Cross Blue Shield ID card should have been received!

If you elected the PPO Plans, your card will say Blue Choice. If you elected the Blue Options PPO Risk/Reward Plan, your ID card will display Blue Options. Your ID number will begin with prefix UBZ and then a string of 9 random numbers. Because the ID number and Jacksonville claims address are both new it is very important that all providers file claims using this new information to prevent delay or denial of your claims. Please be sure to show this new card to all providers starting April 1, 2008.



Commencing April 1, 2008 you may register online at [www.bcbsfl.com](http://www.bcbsfl.com) for access to additional free resources, claims history, provider look up and more! This replaces [www.mybenefitshome.com](http://www.mybenefitshome.com). You may access your previous claims history at [www.mybenefitshome.com](http://www.mybenefitshome.com) for 60 days beyond March 31st. If you wish to keep a history prior to April 1, 2008 it is recommended that you login and print a copy for your records.

### BluePrint for Health Programs offer Personal Support:

You can enroll in as many programs as you like commencing April 1 2008 at no cost. Go to [www.bcbsfl.com](http://www.bcbsfl.com) and log on to MyBlueServiceSM. Click on **Member Tools>Know Your Health Risks**. Then Select the Healthy Living tab to begin any of the free programs. Also by taking a Health Risk Appraisal, you will receive a \$25 incentive one time per plan year (April 1 – March 31)!

# Important Information to Improve Your Health

## **Coordination of Benefits**

**Most Health Plans, including your ICUBA Medical Benefit Plans, contain a Coordination of Benefits provision. This provision is used when your family members are eligible for payment under more than one health care plan. The object of Coordination of Benefits is to ensure that covered expenses will be paid, while preventing duplicate benefits.**

If you have previously responded to Blue Cross Blue Shield's inquiry as to whether your family members have other coverage, you will not receive a request for information to determine coordination of benefits. You will be asked to update this information annually.

If you have not previously provided this information, you will receive a request for information regarding any other health care coverage your family members may have. Please respond to this inquiry in a timely fashion so that there are no delays in processing your claim.

If you are facing a long term or short term medical condition, Blue Cross Blue Shield's Health Coach is the person to call! Care Coordination is designed to focus on your health outcomes by sharing informed decision-making. You may receive a call from the Care Coordinator if you are:

- Scheduled for elective surgery that requires post hospital coordination
- Admitted to a Hospital or Skilled Nursing Facility
- Recently discharged from an inpatient facility
- Identified as having a serious, catastrophic health condition such as Diabetes, Renal, Respiratory or Heart Disease

You can self refer by calling 1-877-789-2583 toll-free, anytime—24 hours a day, 7 days a week—for support. This is a free, confidential service offered to you and your family as participants in an ICUBA Medical Plan.



**Quick Reference to Important Phone Numbers and Web URLs:**

**Blue Cross Blue Shield Member Services: 1- 800-664-5295**  
[www.bcbsfl.com/MyBlueService](http://www.bcbsfl.com/MyBlueService)

**Inpatient Admission Notification: 1-800-955-5692**

**Health Dialog® Health Coach: 1-877-789-2583; anytime—24 hours a day, 7 days a week—for support.**

**Doctor and Hospital Finder: 1-800-810-BLUE (2583) to locate doctors and hospitals outside of Florida or logon to [www.bcbs.com](http://www.bcbs.com)**

**Send BCBS Claims to: P.O. Box 1798 Jacksonville, FL 32231**

**Walgreens Customer Care Center: 1-800-207-2568**  
[www.mywhi.com](http://www.mywhi.com)

**Walgreens Specialty Pharmacy: 1-866-823-2712**

**Walgreens Clinical Prior Authorization: 1-877-665-6609**

**Walgreens Mail Service Customer Care Center: 1-888-265-1807**

**Walgreens Health Initiatives P.O. Box 545 Deerfield, IL 60015**