



PROOF OF COVERAGE

when you don't have your ID card

While Blue Cross and Blue Shield of North Carolina (Blue Cross NC) makes every attempt to distribute ID cards before the plan year begins, sometimes this process is delayed.

If you are still on the same Blue Cross NC plan as last year, you can use last year's ID card to receive benefits. If you are on a new plan, there are several ways you can verify your coverage if you haven't received your new ID card yet.

Access Your Digital ID Card

Our member portal, **Blue ConnectSM**, gives you convenient access to all the things you need to feel confident in your health care decisions – including your digital ID card.

Simply visit BlueConnectNC.com and, if you're already registered, log in and click "ID Card" to view and download your digital ID card. If you're not registered, click on "Register Now", and take a few minutes to set up your account to start getting on-the-go access to tools and resources for your health journey.

Other Options

At the Doctor's Office

- Providers can use your Social Security number and/or your date of birth.

Questions?

Call Blue Cross NC's Customer Service line at **1-800-517-8072**.

If a provider is unable to verify coverage, they can call Blue Cross NC's provider line at 1-800-214-4844.

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield symbols, and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association. U39492b, 3/22



Scan to access the **Blue Connect MobileSM** app



**BlueCross BlueShield
of North Carolina**