

New member ID card and number

Important: Use your new member ID card

Your organization's Independence Blue Cross (IBX) coverage is entering a new plan year, so you will receive a new member ID card. And this year, your member ID number is new, too!

New member ID numbers for you and your family members

When you receive your card, it will display your new member ID number. If you have covered family members, you will see that their cards each have new — and different — numbers, as well.

The numbers all have the same first 8 digits, then the last two are based on their relation to you, as shown here.


Member Type	Member ID
Self/Subscriber	1234567800
Spouse	1234567801
Dependent	1234567802


You must present the new card(s) when you visit providers or fill prescriptions

You will need to present the new card(s) the first time you visit any and all doctors and specialists, or fill a prescription; basically, whenever you use it for the first time in any of these situations. If you don't, the claim will not be processed, and you will be required to file an appeal to have the service covered.

You can always access your member ID card(s) digitally

We recommend that you and your adult family members remove your old cards from your wallets and replace them with the new cards right away. However, if you forget, you can access a visual of the card — and the new ID numbers — digitally.

 **Online at ibx.com** — When you log into your member account at ibx.com, click the *View ID Cards* button on the left side of your home page. Use the drop-down menu at the top of the page to see each dependent's digital member ID card.

 **On your smartphone** — If you haven't already, download the IBX mobile app on your iPhone or Android smartphone, and log in using the same username and password you use for your member account at ibx.com. The home screen will show your active plan. Click *Select to View*, then scroll down and click *View My ID Cards*. And you can use the drop-down menu to view the ID cards of any dependents on your plan.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.