



# Your member ID card

Your health insurance card is also known as your member ID card. It's your proof of insurance when you visit the doctor's office, hospital, or pharmacy. A provider can use it to verify your benefits and coverage so you don't overpay by mistake.

## Access your member ID card

The Blue Cross and Blue Shield of North Carolina (Blue Cross NC) member portal gives you convenient access to all the things you need to feel confident in your health care decisions – including your member ID card.

Click “Register” and take a few minutes to set up your account to start getting on-the-go access tools and resources for your health journey.

If you're already registered, log in and choose “ID Card” from the account menu in the top right corner. There you can view, download, or print your card. If you have selected paperless communications but would still like to receive a hard-copy in the mail, you can request one by selecting “Request New ID Card.” This won't change your communication preferences. It simply allows you to have both a physical AND digital member ID card.

## If you don't have your member ID card

### At the doctor's office:

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

### At the pharmacy:

- If your plan includes pharmacy benefits, pharmacists can use your Social Security number, your date of birth, and the Blue Cross NC Rx Bin Number: **015905**.

### On your phone:

- Your digital member ID card is accessible through the mobile app. You can also use the app to add your member ID card to your mobile wallet, that way you have access to your insurance information whenever you might need it, with or without internet access.

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

**Learn more about member ID cards, download our app, and register for an account.**



## Questions?

**Call the Customer Service number on the back of your member ID card**

Member ID cards are for identification purposes only. They do not guarantee eligibility or payment of your claim.

Blue Cross NC offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor, or personal physician as applicable throughout your health care experience.

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