

Blue Cross and Blue Shield of Texas (BCBSTX) offers a wide variety of health care products including HMO Blue Texas. Each member's identification (ID) card displays important information required for billing and determining benefits. When filing an HMO Blue Texas claim, two (2) of the most important elements are the member's ID number and group number.

First & Second Positions of Alpha Prefix:

There are two (2) types of alpha prefixes at the beginning of the identification number – **Plan-specific & Account-specific**

Plan-specific alpha prefixes are assigned to every BCBS plan and start with X, Y, Z or Q. The first two positions indicate the Plan to which the member/subscriber belongs while the third position identifies the product in which the member is enrolled.

- First character X, Y, Z or Q
- Second character A – Z
- Third character A – Z

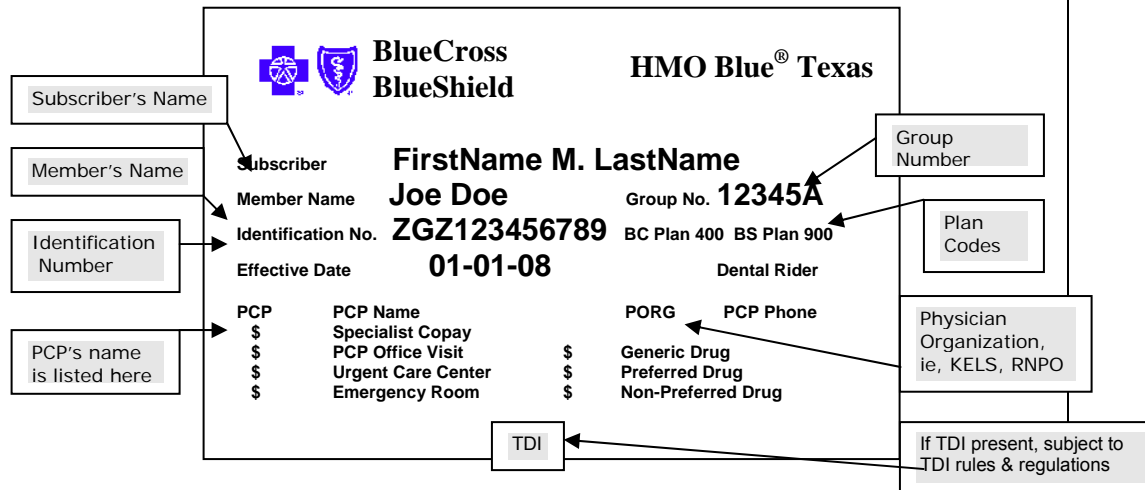
Note: ZG – Identifies the Texas Plan. Currently all HMO Blue Texas members have a ZGZ prefix. Also, all HMO Blue Texas group numbers have an alpha character at the end of the group number, ie, Group No. 12345A

Third Position of Alpha Prefix:

The third position identifies the product in which the member/subscriber is enrolled. Each BCBS plan has their own unique identifying letters.

Account-specific prefixes are assigned to centrally processed national accounts. National accounts are employer groups that have offices in more than one area, but offer uniform coverage benefits to all of their employees. Account-specific alpha prefixes start with letters other than X, Y, Z or Q. Typically, a national account will relate to the name of the group. All three positions are used to identify the national account. For example, "UAL" identifies United Airlines.

HMO Blue Texas ID CARD Sample (Front)



Subscriber's Name → Subscriber
Member's Name → Member Name
Identification Number → Identification No.
PCP's name is listed here → PCP

BlueCross BlueShield of Texas
HMO Blue® Texas

Subscriber **FirstName M. LastName**
Member Name **Joe Doe**
Identification No. **ZGZ123456789**
Effective Date **01-01-08**

Group Number **12345A**
Plan Codes **BC Plan 400 BS Plan 900**
Dental Rider

PCP **PCP Name** **PORG** **PCP Phone**
 \$ **Specialist Copay** \$ **Generic Drug**
 \$ **PCP Office Visit** \$ **Preferred Drug**
 \$ **Urgent Care Center** \$ **Non-Preferred Drug**
 \$ **Emergency Room**

Physician Organization, ie, KELS, RNPO

TDI → **If TDI present, subject to TDI rules & regulations**

HMO Blue Texas ID CARD Sample (Back)

PROVIDERS: To precertify medical services, call 1-800-441-9188. For referral and precertification of mental health care and chemical dependency treatment, call 1-800-729-2422.

If Rx copays are shown on reverse side, use: Prime Therapeutics: RxBIN 011552
 RxPCN BCTX
 For Customer Service information, call the claims and customer service telephone number listed below.

For claims or customer service information, call 1-877-299-2377
 Claims should be mailed to:
 HMO Blue Texas, P.O. Box 660044, Dallas, Texas 75266-0044

For Dental Customer Service Call: 1-877-854-2583

For Guest Membership: 1-888-522-2396
 For BlueCard Access: 1-800-810-BLUE
 BlueCard Provider Eligibility: 1-800-676-BLUE
 www.bcbstx.com

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

FMT 056

Back of the Identification Card - The back of the Identification Card also lists important information:

- Precertification & Referral Instructions
- Mental Health Care & Chemical Dependency Treatment Telephone Number
- Pharmacy Information
- Customer Service Telephone Number
- Claims Filing Instructions