

BLUE CROSS BLUE SHIELD

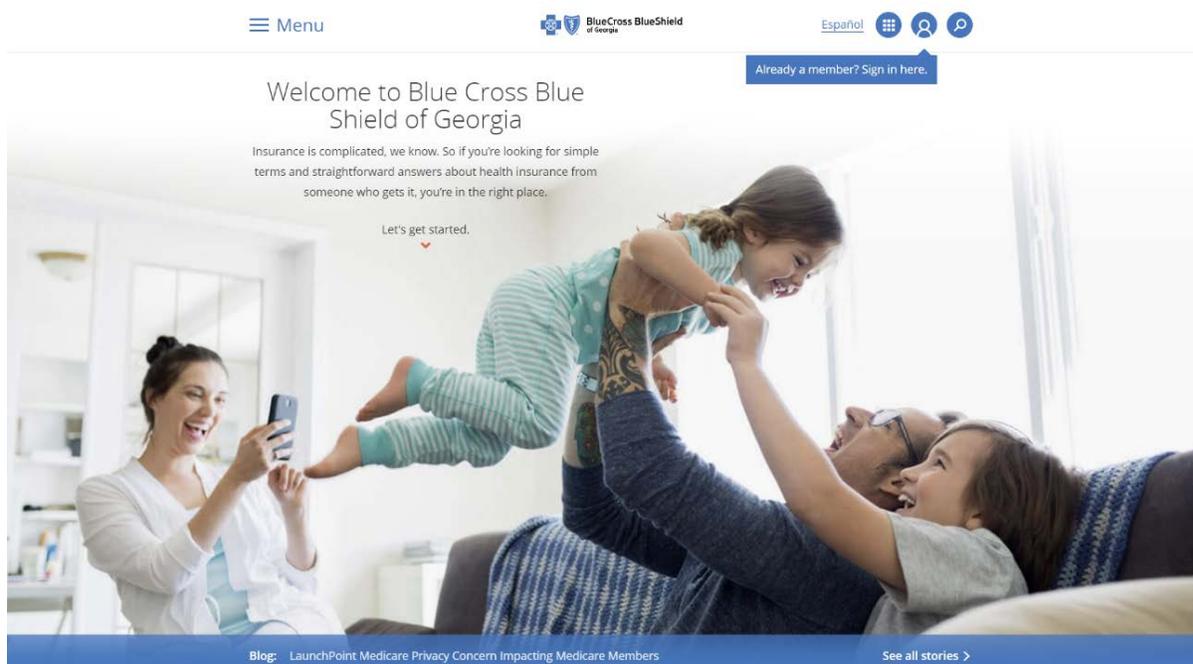
Congratulations! You've just enrolled in a Blue Cross Blue Shield health plan. Here are a few key things to remember about your new health coverage with Blue Cross Blue Shield.

BLUE CROSS BLUE SHIELD CONTACT INFORMATION

Customer Service (Open Monday thru Friday from 8:00 AM to 8:00 PM): **1.866.755.2680**

Prescription Benefit Helpline; **1.888.809.6084**

Website: <https://www.bcbsga.com>



MAKING YOUR FIRST PAYMENT

After you select and enroll in a plan, it takes about 10 days for your insurance company to receive your file from the Marketplace in order to be able to take your first payment. After receiving your file, Blue Cross Blue Shield will send you a payment letter in the mail. You can wait for that letter, or for faster service, you can make a payment on Blue Cross Blue Shield's website using your Marketplace Application ID.

Go to <https://payment.anthem.com> and enter your Marketplace Application ID (*you can find this in your enrollment workbook*). You will then be prompted to pay your first month's premium. Please note that Blue Cross Blue Shield does not allow you to use this system for any future premium payments.

REGISTERING FOR YOUR ONLINE PORTAL ACCOUNT

You can register for Blue Cross Blue Shield's online member portal at <https://www.bcbsga.com/register>. You will need your first and last name, member ID, and date of birth to register. Once registered, you will be able to check your plan benefits, estimate costs, and manage your medical claims.

HOW TO PAY YOUR PREMIUM

Blue Cross Blue Shield accepts payments in four ways. First, you can pay your monthly premium by sending payment to the address on your bill. Second, you can pay online by logging into your portal account and choosing "Pay My Bill." Third, you can pay over the phone by calling Member Services. Fourth, you can have your monthly premiums automatically deducted from your bank account each month. To use this method, you will need to complete, sign, and mail in an authorization form found at <http://file.anthem.com/2017/63360GAMENBGA.pdf>

HOW TO SEARCH FOR DOCTORS AND HOSPITALS

You can find an in-network doctor or hospital by using the Find a Doctor search tool on Blue Cross Blue Shield's website. To access this tool, go to <https://www.bcbsga.com>, click on the menu, and select the "Find a Doctor" option under the "Care" heading. After clicking, you will be given the option to search as a member or as a guest. We recommend that you search as a member by entering your member portal username and password to you are searching your exact plan's provider network.

HOW TO SEARCH FOR DRUGS

Blue Cross Blue Shield posts its entire prescription drug formulary online at <https://www11.anthem.com/pharmacyinformation>. Because this list includes all plans offered by Blue Cross Blue Shield across the country, we recommend using your member portal account to find what prescription drugs are covered by your plan and at what level of co-pay. To do this, click the "Click here to access your drug list" button at the top of the page and enter your member portal username and password.

OTHER INFORMATION

Blue Cross Blue Shield also offers the BCBSGa Anywhere app for your Apple or Android smartphone. The app allows you to access your ID card at anytime and allows you to search for providers on the go. The app is available at the apple app store or google play.