



DESIGN PREVIEW


Updated By **trammshCTEST**
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Design Name **KY21**


Description **KY21_Anthem Medicaid**

Card Front

Card Back




x8972289430001




Member ID	PCP Name
	PCP Phone
	Medicaid ID

BC/BS Plan	162
RxGroup	WKVA
RxBin	020107
RxPCN	KY

100003662268X





www.anthem.com/kymedicaid

Member Services:	1-855-690-7784
Provider Services:	1-855-661-2028
TDD (Hearing Impaired):	711
Care On Call:	1-866-864-2544
Mental Health Services:	1-855-690-7784
Behavioral Health Crisis Line:	1-855-661-2025
Pharmacy Member Services:	1-833-207-3113
Help for Pharmacists:	1-833-236-6193
Authorization:	1-855-690-7784
eyeQuest*	1-855-343-7405
DentaQuest*	1-855-343-7405

*Contracts directly with group

Anthem Blue Cross and Blue Shield Medicaid
13550 Triton Park Blvd.
Louisville, KY 40223

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Members: When submitting inquiries, always include your identification number from the face of this card. Possession or use of this card does not guarantee payment. In an emergency, go to the nearest facility or call 911.

Providers: Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the three-digit prefix that precedes the patient's identification number listed on the front of this card.

Claims Filing Address:
P. O. Box 61010
Virginia Beach, VA 23466-1010

KY21 02/19



Anthem Blue Cross and Blue Shield Medicaid
P.O. Box 62509
Virginia Beach, VA 23466-2509



1-99900000



Dear Member:

Thank you for being our member! This is your Anthem Blue Cross and Blue Shield Medicaid member ID card. Please carry it at all times. Show this card when you get health care services. Your coverage with Anthem begins .

We've listed your primary care provider (PCP) on your card. Your PCP is the doctor you'll see for most of your health care. Make an appointment with him or her soon for a checkup. If your PCP knows you when you're healthy, he or she can better help you when you're not. Your PCP is listed as:

If you want to change your PCP, you can quickly do it online at www.anthem.com/kymedicaid. Log in to your secure account to change your PCP. If you don't have a secure account, you can create one at any time by clicking "Register." You'll need your member ID number on the card attached to this letter.

For more help, please call 1-855-690-7784 (TTY 711), 7 a.m. to 7 p.m. Eastern time Monday through Friday, except holidays.

www.anthem.com/kymedicaid

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Anthem Blue Cross and Blue Shield Medicaid follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters and written materials in the language you speak

To get these services, call the Member Services number on your ID card at 1-855-690-7784.

Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail, email, or phone:

Dan Sesit, Compliance Manager
13550 Triton Park Blvd.
Louisville, KY 40223

Phone: 1-502-619-6800,
ext. 106-126-6017
Email: Dan.Sesit@anthem.com

Need help filing? Call our Compliance Manager at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Ave. SW, Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** 1-800-368-1019 (TTY/TDD 1-800-537-7697)

For a complaint form, visit <https://www.hhs.gov/ocr/office/file/index.html>.

English: Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-855-690-7784 (TTY 711).

Spanish: ¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 1-855-690-7784 (TTY 711).

German: Benötigen Sie Hilfe bei Ihrer medizinischen Versorgung, der Kommunikation mit uns oder beim Lesen unserer Unterlagen? Unsere Materialien sind auf Anfrage auch in anderen Sprachen und Formaten kostenlos erhältlich. Rufen Sie uns gebührenfrei an unter 1-855-690-7784 (TTY 711).

Chinese: 您需要醫療保健的幫助嗎？請向我們諮詢，或是閱讀我們寄給您的資料。我們以其他語言和格式提供我們的資料，您無需支付任何費用。請撥打免費電話 1-855-690-7784 (TTY 711)。

French : Vous avez besoin d'aide pour vos soins médicaux, pour communiquer avec nous ou pour lire les documents que nous vous envoyons ? Nous fournissons nos publications dans d'autres langues et sous d'autres formats, et c'est gratuit. Appelez-nous sans frais au 1-855-690-7784 (TTY 711).

Arabic: هل تحتاج إلى مساعدة بخصوص رعايتك الصحية أو التحدث إلينا أو قراءة ما نرسله إليك؟ نحن نقدم المواد الخاصة بنا بلغات وتنسيقات أخرى بدون تكلفة عليك. يُمكنك الاتصال على الرقم المجاني 1-855-690-7784 (الهاتف النصي: 711).



Vietnamese: Quý vị có cần chúng tôi giúp với việc chăm sóc sức khỏe của quý vị, trao đổi với chúng tôi, hoặc đọc những tài liệu chúng tôi gửi cho quý vị hay không? Chúng tôi cung cấp các tài liệu bằng các ngôn ngữ và định dạng khác, miễn phí cho quý vị. Hãy gọi cho chúng tôi theo số miễn phí 1-855-690-7784 (TTY 711).

Croatian: Da li vam je potrebna pomoć oko vaše zdravstvene njege, u razgovoru s nama ili u čitanju onoga što vam pošaljemo? Pružamo naše materijale na drugim jezicima i u drugim formatima bez troškova po vas. Pozovite nas besplatno na broj 1-855-690-7784 (TTY 711).

Japanese: ヘルスケアに関してご質問やご相談はありませんか?当社からお送りした資料のことでお困りですか?資料は英語以外の言語や別のフォーマットでもご用意しています。いずれも無料です。ご希望の方はフリーダイヤル 1-855-690-7784 (TTY 711) までお電話ください。

Korean: 의료 서비스, 당사와의 소통 또는 당사에서 보내는 자료 읽기와 관련해 도움이 필요하십니까? 무료로 자료를 다른 언어나 형식으로 제공해 드립니다. 무료 전화 1-855-690-7784 (TTY 711) 번으로 문의해 주십시오.

Tagalog: Kailangan ninyo ba ng tulong sa inyong pangangalagang pangkalusugan, sa pamamagitan ng pakikipag-usap sa amin, o pagbasa kung ano ang ipinapadala namin sa inyo? Nagbibigay kami ng aming mga materyal sa ibang mga wika at anyo na wala kayong gagastusin. Tawagan kami nang walang bayad sa 1-855-690-7784 (TTY 711).

Hindi: क्या अपनी स्वास्थ्य देखभाल के बारे में, हमसे बात करने के लिए या हमारे द्वारा भेजी गई सामग्री पढ़ने के लिए आपको सहायता चाहिए? हम आपको अपनी सामग्री अन्य भाषाओं और फॉर्मेट में बिना किसी शुल्क के उपलब्ध कराते हैं। हमें टोल फ्री नंबर 1-855-690-7784 (TTY 711) पर फ़ोन करें।

Russian: Вам нужна помощь с медицинским обслуживанием, консультацией или материалами, которые мы вам прислали? Мы можем бесплатно предоставить вам материалы на других языках и в других форматах. Позвоните в нам по бесплатному телефону 1-855-690-7784 (TTY 711).

Pennsylvania Dutch: Brauchscht du Hilfe mit dei Health Care, mit uns schwetze, odder lese was mir dir schicke? Mir hen unsere Materials in annere Schprooche un Formats mitaus Koscht zu dir. Ruf uns mitaus Koscht uff 1-855-690-7784 (TTY 711).

Cushite/Oromo: Waa'ee nagumakeef gargaarsa ni barbaada, nu wajjin haasa'a, yookiin dubbisamoo jirtu waan nun isiniif ergine? Meeshota keenya afaan biraatiini fi akkaata biraatiin qopheessina kafaltii tokko malee. Toora bilbila bilisa kana irratti nuuf bilbila 1-855-690-7784 (TTY 711).

Bantu/Kirundi: Urakeneye ubufasha mu kubungabunga amagara yawe? Gaanira natwe canke usome ivyo tukwandikira. Tukumenyesha ibidandazwa vyacu mu zindi ndimi no mu bundi buryo ata kiguzi tugusavye. Duhamagare ku murongo utishura 1-855-690-7784 (TTY 711).



