

# A Guide to Member Cards

## Member cards can help you determine:

- Where to submit claims
- Who to contact for assistance
- Which health plan, product and/or types of coverage is available to your patient

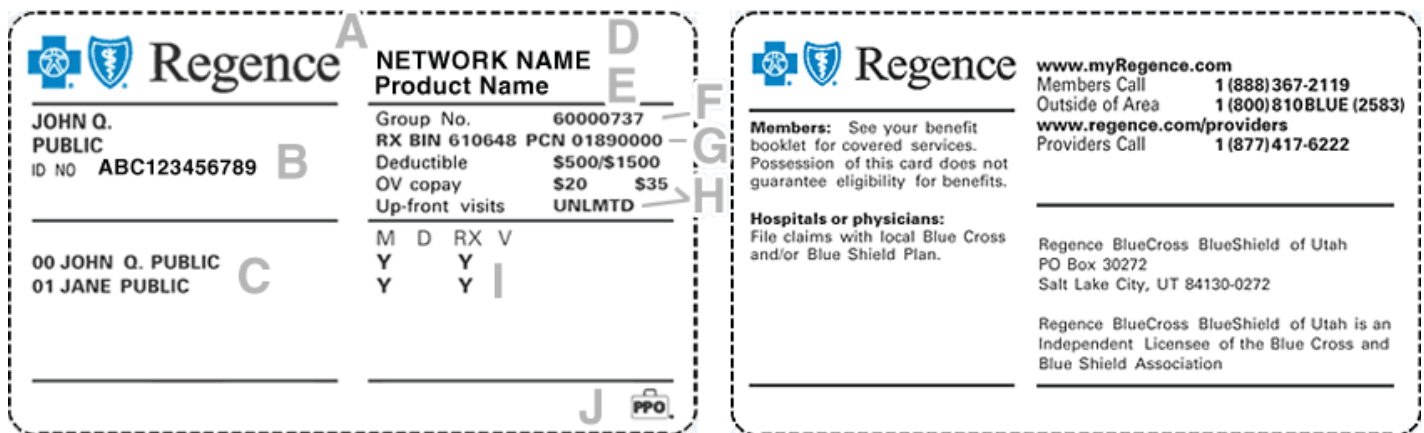
## Identifying Regence members

Member cards are plastic and have one of the following backgrounds:

- A snowboarder image
- Two graphic designs (diamonds or circles)
- Four cityscapes (Boise, Portland, Salt Lake City or Seattle)

Members can also select whether they would like separate cards for each family member or have all family members listed on a single card.

## Sample member cards (shown without background)



### The front of the card includes the:

- A - Regence logo
- B - Member number
- C - Member and enrolled dependents names
- D - Provider network name\*
- E - Product name\*
- F - Group number
- G - Pharmacy information
- H - Deductible amounts
  - Office visit copayment amount, if applicable
  - Number of up-front office visits, if applicable
- I - Coverage indicators for medical, dental, prescription and vision
- J - Identifiers for BlueCard® Program-eligible members (see page four for details)

### The back of the card includes the:

- Claims submission address
- Member website and phone number
- Provider website and phone number

\*See additional information about the network and product name fields on pages two and three.

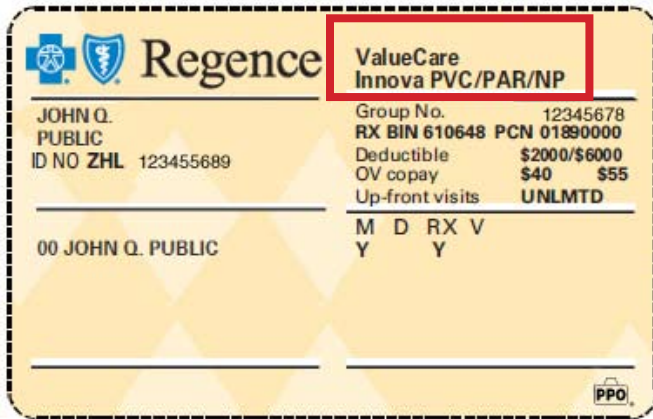


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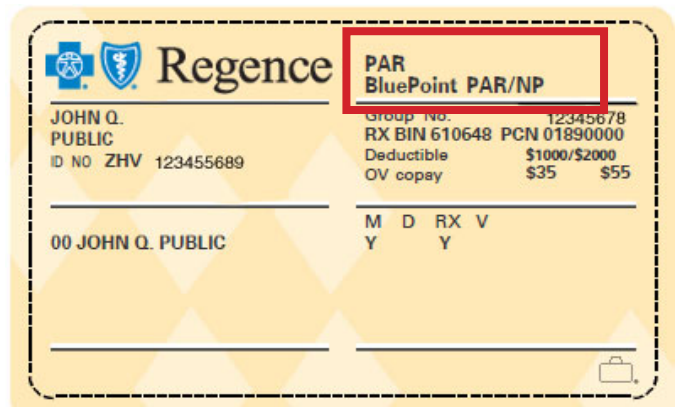
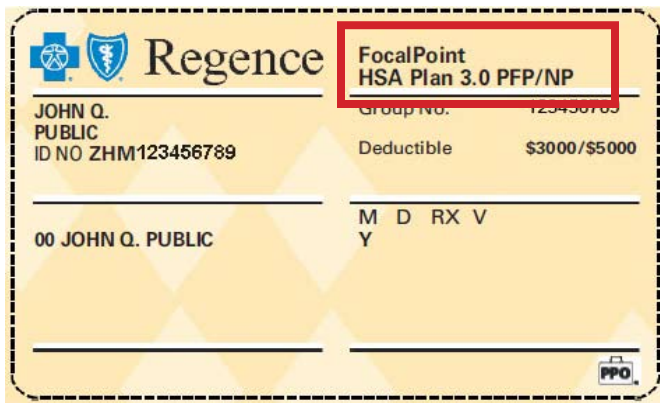
**Member card samples**

Member cards for products with categories of benefit levels (Preferred, Participating and Non-participating) include the network name, the product name and also the network/benefit descriptor abbreviations for all three benefit levels. Cards for products with in- and out-of-network benefits include two network/benefit descriptors. This information is shown in the Product/Network section of the card, outlined in the red box on the member card samples below.

**Categories of benefit levels sample:**



**In- and out-of-network samples:**














The table below shows all of the network abbreviations that you will see on our member cards. Some custom cards will display only the Category 1 (PBO, PVC or PAR) and Category 3 (NP) benefit levels. Access the Provider Center to obtain benefit and network information.

Network	Abbreviation
Preferred FocalPoint	PFP
Preferred ValueCare	PVC
Preferred BlueOption	PBO
Participating	PAR
Non-Participating	NP

*Note:* Older versions of the member card (shown on page one), include the product and network names, but do not include a network/benefit descriptor.













## Product and network information

The first table below shows our Individual and Family product options and the provider network options. For each combination, the table shows the network name, product name, network/benefit descriptor, and the BlueCard logo that will appear on the member card. These products can only be paired with our Preferred provider networks: Preferred FocalPoint, Preferred ValueCare and Preferred BlueOption. The benefits on our Individual products are in- and out-of-network.

Product Options Individual & Family	Network Options			Participating (PAR)
	Preferred			
	FocalPoint (PFP)	ValueCare (PVC)	BlueOption (PBO)	
RealValue (in / out)	FocalPoint RealValue PFP/NP In-network 	ValueCare RealValue PVC/NP In-network 	Not available	Not available
Evolve HSA 2.0 <sup>SM</sup> (in / out)	FocalPoint Evolve HSA 2.0 PFP/NP In-network 	ValueCare Evolve HSA 2.0 PVC/NP In-network 	BlueOption Evolve HSA 2.0 PBO/ NP In-network 	Not available
Evolve 100 HSA 2.0 <sup>SM</sup> (in / out)	FocalPoint Evolve HSA 100 2.0 PFP/NP In-network 	ValueCare Evolve HSA 100 2.0 PVC/NP In-network 	BlueOption Evolve HSA 100 2.0 PBO/NP In-network 	Not available
Evolve Core 2.0 <sup>SM</sup> (in / out)	FocalPoint Evolve Core 2.0 PFP/NP In-network 	ValueCare Evolve Core 2.0 PVC/NP In-network 	BlueOption Evolve Core 2.0 PBO/NP In-network 	Not available

The table below shows our employer group product options and the provider network options. Innova and Engage members have categories of benefit levels: Preferred, Participating or Non-participating.

Our BluePoint and HSA Healthplan 3.0, group products have in- and out-of-network benefit levels. Employer groups can choose one of four provider networks: FocalPoint, ValueCare, BlueOption or Participating. If, for example, BluePoint is selected with the Preferred FocalPoint network, all other providers (even providers who contract with other Regence networks) will be out-of-network for members of this employer group.



Product Options Group	Network Options			Participating (PAR)
	Preferred			
	FocalPoint (PFP)	ValueCare (PVC)	BlueOption (PBO)	
Innova (Category 1, 2, 3)	Not available	ValueCare Innova PVC/PAR/NP Category 1 	BlueOption Innova PBO/PAR/NP Category 1 	Category 2
Engage (Category 1, 2, 3)	Not available	ValueCare Engage PVC/PAR/NP Category 1 	BlueOption Engage PBO/PAR/NP Category 1 	Category 2
BluePoint (in / out)	FocalPoint BluePoint PFP/NP In-network 	ValueCare BluePoint PVC/NP In-network 	BlueOption BluePoint PBO/NP In-network 	PAR BluePoint PAR/NP In-network 
HSA Healthplan 3.0 <sup>SM</sup> (in / out)	FocalPoint HSA Plan 3.0 PFP/NP In-network 	ValueCare HSA Plan 3.0 PVC/NP In-network 	BlueOption HSA Plan 3.0 PBO/NP In-network 	PAR HSA Plan 3.0 PAR/NP In-network 

Information about our group, Individual and Family products is available in the Products section of our *Provider Web Site*.

### Identifying members enrolled on other Blue Plans

If the member card has a Blue Cross and/or Blue Shield logo (not Regence), the member is insured by another Blue Plan. Claims will be processed and benefits applied according to the BlueCard Program rules.

The main identifiers of BlueCard-eligible members are an alpha prefix and a suitcase logo.

<b>PPO in suitcase</b> 	Member receives highest benefit from Preferred ValueCare Network providers
<b>Empty suitcase</b> 	Member receives highest benefit from Participating (Traditional) Network providers
<b>No suitcase</b>	BlueCard does not apply to these members, please review the back of the member card for filing instructions

View additional information about identifying members enrolled on other Blue Plans in the BlueCard Program section of our *Provider Web Site* at [www.ut.regence.com/physician](http://www.ut.regence.com/physician).

### Information available online

Access our free, secure Web-based tool, the Provider Center to:

- View and print member cards
- Verify the member number, including the alpha prefix (if applicable)
- Verify patient coverage, benefit types and eligibility effective dates
- View deductible, real-time out-of-pocket, and coinsurance maximum accumulation amounts
- View patient benefit information, including office visit copayments and major medical information

### Contact Us

If you have any questions or member card issues, please call the number listed on the back of the member's card. This information is also available in the *Contact Us* section of our *Provider Web Site*.