



## New customer service numbers on NEW member ID cards

As previously communicated by Blue Cross and Blue Shield of Georgia, Inc. (BCBSGa), on January 1, 2012 we began moving our customers to a new operating system in an effort to simplify the way we do business. As we move our customers to this system, we will issue new ID cards. These updated cards will contain new prefix numbers and new customer service phone numbers. Please remember to verify the member's ID card on each visit to ensure your claims are submitted with the correct member ID for that particular date of service. Electronic claim submission is the most efficient way to submit your claims; however, if you submit a hard copy claim please refer to the back of the member's ID card for the appropriate claim submission address and customer service number.

In order to ensure that you get accurate information when calling, please remember to call the phone number on the back of the member's **new** ID card for eligibility and claim inquiries. Recently we have been made aware that some providers are calling our general customer service phone number for verification of benefits rather than using group specific toll free service phone numbers listed on the back of member ID cards. This is causing incorrect/incomplete information to be release to providers and as a result, causing member and group abrasion.

If at any time you experience issues or have any questions, please contact your Provider Representative directly or call 888-706-3475.