



ID Cards and Important Contacts

ID Cards

It's a new year. Depending on the health care coverage and carriers you selected, you may or may not receive an ID card in the mail. This document will help you know what to expect. **If you enrolled in the same plan and carrier last year, you typically won't receive a new ID card.**

Carrier	Card for Newly Enrolled?	ID Card Information
Medical and Prescription Drugs		
BlueCross BlueShield of Alabama	Yes	<i>There is one ID card for both medical and pharmacy benefits. You can call member services for a replacement or visit myBlueCross to order a replacement and print a temporary ID card. You will need your ID number to print a temporary ID card from www.bcbsal.org. If you do not know this number, you will need to contact BlueCross BlueShield of Alabama to obtain it.</i>
Prescription Drugs		
Prime Therapeutics	See above	<i>You can call member services for a replacement or visit myBlueCross to order a replacement and print a temporary ID card. Refer to the instructions above for Medical ID cards.</i>
Dental		
BlueCross BlueShield of Alabama	Yes	<i>You can call member services for a replacement or visit myBlueCross to order a replacement and print a temporary ID card. You will need your ID number to print a temporary ID card from www.bcbsal.org. If you do not know this number, you will need to contact BlueCross BlueShield of Alabama to obtain it.</i>
Vision		
VSP	No	<i>You only need to provide your name, date of birth and other requested information to the vision care provider's office when you receive care. You can also get a digital ID card at www.vsp.com or on the mobile app.</i>
Accounts (Health Care FSA, Health Savings Account)		
Payflex	Yes	<i>New members will receive a debit card that you can use beginning January 1, 2019. When you receive your PayFlex Card in the mail, call the number on the card to activate it and get your personal identification number (PIN). Report lost or stolen cards right away by calling Payflex at 1-888-879-9280.</i>



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Important Contacts

For each carrier, the following table includes group numbers and other important contact information.

Carrier	Group Number	Website	Phone Number
Medical			
BlueCross BlueShield of Alabama	HDHP: 97370 PPO: 79912	www.bcbsal.org	+1 800 239 5772
Teladoc	HDHP: 97370 PPO: 79912	Teladoc.com/Alabama Teladoc.com/mobile	+1 855 477 4549
Prescription Drugs			
Prime Therapeutics	HDHP: 97370 PPO: 79912	www.bcbsal.org	+1 800 239 5772
Accredo Specialty Pharmacy	HDHP: 97370 PPO: 79912	https://accredo.com/	+1 833 599 0728
Amazon Home Delivery	HDHP: 97370 PPO: 79912	https://www.bcbsal.org/web/home-delivery-network	+1 855 793 5326
Dental			
BlueCross BlueShield of Alabama	73066	www.bcbsal.org	+1 800 239 5772
Vision			
VSP	N/A	www.vsp.com	+1 800 877 7195
Accounts (Dependent Care FSA, Health Care FSA, Health Savings Account)			
Payflex	N/A	www.payflex.com	+1 800 284 4885
Life and Accidental Death & Dismemberment			
The Standard	643197	www.standard.com	+1 855 757 4714
Long Term Disability			
The Standard	643197	www.standard.com	+1 800 368 1135
Short Term Disability			
The Standard	643197	www.standard.com	+1 800 368 2859
Identity Theft Protection			
Lifelock with Norton	N/A	www.my.norton.com	+1 800 607 9174

Questions?

Please contact UAH Benefits & Employee Services at +1 256 824 6640 or email benefits@uah.edu.