

IBX INSTRUCTIONS TO FOLLOW

1. Once your health insurance application was submitted and processed you will receive a copy of your eligibility notice in the mail. Please keep it for your records. No response is required.
2. Next stage of the process is the receipt of your invoice from Independent Blue Cross. It will arrive to your residence via mail by the end of the month in which your application was submitted. It can be paid by contacting Blue Cross billing department or by sending a check.
 - a. To pay by phone:
 - i. The billing department phone number is 888-879-4891, please have your member ID, your routing number and your bank account number ready.
 - b. To send a check:
 - i. Remove the stub from the bottom of your bill, write in the amount of your payment in the designated section of the stub. If you are paying by check, make sure it is written out to Keystone Health Plan East. Make sure it also has the correct amount, and most importantly signed by the account holder. Place the stub and your payment inside of the envelope provided with your invoice and mail it.
3. After your payment has been received and processed by the insurance company, member ID cards for each person on the policy will arrive to your residence by mail. Each card will need to be activated by calling the number on the blue sticker.
 - a. Before the call, remove the sticker to reveal your member ID number. The automated system will need the following for each call.
 - i. Numeric portion of ID number
 - ii. Your birthday entered in the following format (xx/xx/xxxx)
 - iii. If all information entered was correct, you will be informed that your card has been confirmed
4. The next step is selecting your Primary Care Provider (PCP), otherwise known as your family doctor. It can be done by calling Blue Cross member services department or via internet.
 - a. To select PCP by phone: The member services number is 800-275-2583 or 800-307-1333. Please have your member ID, your family doctor name and address ready.
 - b. To select PCP via internet: Have the numeric portion of your member ID ready.
 - i. Visit www.IBX.com
 - ii. Select "Find a Doctor" link
 - iii. All required fields are marked with a red asterisk. Once the information is entered submit it.

- iv. Click on the name of the desired doctor or practice name. At the bottom of the screen select the provider ID number and write it down.
 - v. Visit http://www.ibx.com/htdocs/email_forms/pcp_selection.html
 - vi. Enter your information along with the doctor's information. The provider number is the ID number you obtained earlier. Next, submit your request.
- c. Once you have selected your PCP either by phone or internet, your new cards with the name of your primary doctor on it will arrive in the mail within 10-15 business days. As you are waiting for your new cards please continue to use the card you currently have until the replacement arrives.

WHAT TO DO IF:

Q: You would like to pay your bill by phone or internet.

A: To pay your bill by phone please call Blue Cross billing department at 1-888-879-4891. Have your member ID, routing number and account number ready.

To pay over the internet please register at www.ibx.com. Have your member ID and account information handy. Once you register, select PAY button, enter your billing account number which is available on your bill and select the invoice you wish to pay.

Q: You did not get your bill by the 1st of the next month from the date your application was processed.

A: Contact Blue Cross member services at 1-800-275-2583 on the 1st and let them know you haven't received your bill. Make sure that they have your correct address. Sometimes that solves the issue. If the problem is something else please follow the instructions provided by the representative.

Q: You paid your bill but did not receive your card.

A: Contact Blue Cross member services at 1-800-275-2583 and request they send you a replacement.

Q: You received your card but it does not have your primary care provider name.

A: Follow the instructions provided in section 4.

Q: Your name is misspelled or your address is incorrect.

A: To make corrections to your member information please contact Blue Cross member services at 1-800-ASK BLUE (1-800-275-2583). Please allow some time for the information to be updated.

Q: You contacted Blue Cross member services and they could not locate your policy.

A: Contact Insurance Shops at (215) 613-4999

Important Contact Phone Numbers

Billing 1-888-879-4891 Customer Service 1-800-ASK-BLUE Dental 800-332-633(PPO) 866-357-3304(DHMO)
 Health Advocate 866-799-2181 Healthy Lifestyle Resource Center 800-275-2583 HSA Account 800-ASK-Blue
 Tech Support 800-626-6076 Mental Health/Substance Abuse Benefits 800-688-1911 Pay by Phone 888-879-4891
 Precertification (Pre-Approval) 800-ASK-Blue Prescription Drug Benefits (Future Scripts) 888-678-7012 Vision 800-999-5431