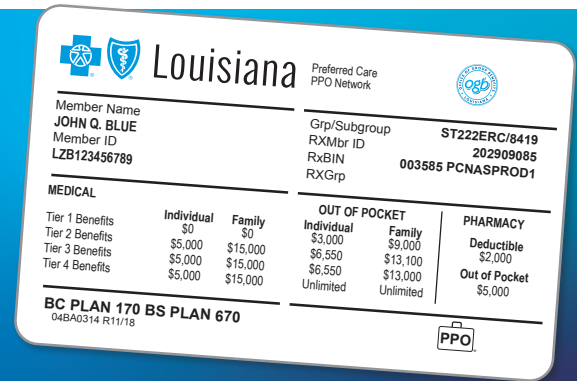


Your New ID Cards

You recently got a new ID card. This is why:



New Federal Requirements: In late 2020, Congress passed the Consolidated Appropriations Act of 2021 (CAA). One of the provisions of the CAA requires that any health insurer or self-insured health plan, like the Office of Group Benefits, that issues identification cards must display additional information on the cards:

To meet CAA requirements and other business needs, Blue Cross and Blue Shield of Louisiana will include the following information on ID cards starting with coverage effective Jan. 1, 2022 and later:

- Any medical plan deductibles for network and out-of-network coverage.
- Any separate pharmacy deductibles, unless a plan issues separate ID cards for pharmacy benefits.
- Any medical out-of-pocket maximum costs for network and out-of-network coverage.
- A phone number and website address for health plan customer service.
- Any applicable dental network name.
- Any separate deductibles for dental or vision benefits will not be printed on ID cards.

When will we issue new/replacement cards?

- We sent updated cards for all 2022 health plans.
- We will continue to issue new or replacement ID cards upon renewal, for a change in applicable coverage, for special enrollments (birth, marriage, etc.), and upon request.

Access your digital ID card online

First, log in to the bcbsla.com member portal. Look under **My ID Card** to choose a card available to you. Subscribers will not be able to access ID cards for dependents over the age of 18.

Other changes to ID cards

- Blue Cross sends ID cards to dependents. If you recently received a new ID card, you can also expect one for each of the dependents on your plan.
- OGB changes its pharmacy benefits manager as of Jan. 1, 2022 for every plan except Pelican HSA775. The pharmacy information on your new card is correct.

How to request a new ID card

Call **1-800-392-4089** or fill out our secure online contact form at www.bcbsla.com/ogb (Choose your health plan, click **Contact Us** and scroll down **Secure Online Contact Form**).