



STATE OF LOUISIANA
DIVISION OF ADMINISTRATION
OFFICE OF GROUP BENEFITS



How to Access and Print ID Cards Online or via Mobile App

The Office of Group Benefits is aware that members may not have received their new insurance cards with the updated pharmacy benefits information. We have reached out to BCBSLA and they informed us that the cards were mailed on 12/17/2022.

If a member has not received their card and has either a doctor appointment or needs to fill a prescription, they can visit the [BCBSLA website](#) to print off a copy. They will need to login to the site then click **Download ID Cards**.

Members can also visit the [Caremark](#) website to download and print a copy of their prescription card. Members will need to register with the site. Once complete, click on the "Plan and Benefits" tab (third tab to right), and then select "Print Member ID Card".

Members can also access their prescription card through Caremark's mobile app. Once the app is downloaded, members select "Open an account" and then enter their ID number, first and last name, and date of birth and then click "Continue". Once logged into the mobile app, at the very top of the home page there is an option to "View I.D. Card".

If a doctor or pharmacy refuses to accept a printed copy of the ID card, they can contact the following Customer Service departments to verify coverage:

- Blue Cross Blue Shield: 800-392-4089
- Caremark: 877-300-1906
- SilverScript: 888-996-0104
- OGB: 800-272-8451