The bulleted information below details key fields on the Highmark Identification card. If you have any further questions on the Highmark member ID card, please contact your Provider Relations Representative.

- **Product name, logo and/or program description** – This will help you determine which network rules to follow.
- **Rx group number and pharmacy logo** – This will be on the ID card whenever a Highmark prescription drug program is included.
- **Suitcase logo** – Indicates a member of the BlueCard® program. For more information, please refer to Chapter 3, Unit 5 of the Office Manual.
- **Name of the subscriber** – the individual under whose name the coverage was established.
- **Name of the member/patient** – the individual covered by the policy. Verify that you have the card that corresponds with your patient and not that of another family member/dependent.
- **Identification number** – ID# -- The alpha prefix varies by employer group or account (not applicable to Medicare Advantage products).
- **Group number** – Most often, this will be a number assigned to the group. Sometimes it will be an alpha prefix followed by a number.
- **Copay** – PCP, specialist office, office visit, and/or emergency room co-payments may be listed. Pharmacy co-payments are not listed. Participating pharmacies can verify co-payment amounts online. Specialist co-payments may not be the same for behavioral health care services, or therapies and/or diagnostic services: those co-payments may be found via NaviNet or by calling the phone number on the back of the ID card.
- **Network code** – Number represents corresponding network.
- **BS Plan** – Represents corresponding Blue Shield Plan
- **LSRO** – Appears only on Western Region Medicare Advantage HMO cards to identify members of the Deluxe Option
- ***PCP** – If a valid PCP is chosen, the PCP’s name will appear in this field.
- ***Phone** – The PCP’s main office telephone number
- ***PCP effective date** – The date the member became effective with the PCP under the group number shown on the card.
* only on HMO and POS ID cards

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The back of the member’s identification card contains information mainly for the member’s use. Products may have different information contained on the card including, but not limited to:

**Member Service/Benefit questions:** Phone number for Member Service.

**Blues On Call:** Provides a phone number that members can call for health education and support services.

**To Receive High Level Benefits:** Tells member how to receive the highest level of benefits by receiving care from an in-network provider.

**Admissions to a Non-Participating Hospital or Facility: Mental Health and Substance Abuse:** Lists telephone number for assistance in obtaining admission to hospital, facility and mental health and substance abuse treatment programs.

**Member Submitted Claims:** Lists address for a member to submit claims if they choose.