



# PROOF OF COVERAGE

## when you don't have your ID card

While Blue Cross and Blue Shield of North Carolina (Blue Cross NC) makes every attempt to distribute ID cards before the plan year begins, sometimes this process is delayed.

If you are still on the same Blue Cross NC plan as last year, you can use last year's ID card to receive benefits. If you are on a new plan, there are several ways you can verify your coverage if you haven't received your new ID card yet.

### Access Your Digital ID Card

Our member portal, **Blue Connect<sup>SM</sup>**, gives you convenient access to all the things you need to feel confident in your health care decisions – including your digital ID card.

Simply visit [BlueConnectNC.com](http://BlueConnectNC.com) and, if you're already registered, log in and click "ID Card" to view and download your digital ID card. If you're not registered, click on Register Now, and take a few minutes to set up your account to start getting on-the-go access to tools and resources for your health journey.

### Other Options

#### At the Doctor's Office

- Providers can use your Social Security number and/or your date of birth.

#### At the Pharmacy

- Pharmacists can use your Social Security number, your date of birth and Blue Cross NC's Rx Bin Number: **015905**.

### Questions?

Call Blue Cross NC's  
Customer Service line at  
**1-877-258-3334**.

**If a provider is unable to  
verify coverage, they can call  
Blue Cross NC's provider line  
at 1-800-214-4844.**

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Scan to access the Blue Connect mobile app



**BlueCross BlueShield  
of North Carolina**