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December 2, 2020

Winter Break is around the corner. Hope you all enjoy a well-deserved break with your family/friends! Here are some helpful information and reminders.

Dear Patty:

Q: Will I be receiving a new ID card effective January 1, 2021?

A: Effective January 1, 2021, all HMO members enrolled on the HMO Basic and HMO Premium Plans will receive new ID cards. This is due to the alpha prefix changing from “**PJZ**” to “**XJG**”. **PPO members** may continue using the **same ID card** as there is **no change** to the alpha prefix.

In addition, members who change their plan types from HMO to PPO or PPO to HMO will be issued new ID cards. Note: ID cards are issued in the employee’s (subscriber’s) name only. Dependents are designated as member 02, 03, etc. in the order of their enrollment.

Q: I will be newly eligible for medical and pharmacy benefits effective January 1, 2021. What happens if I do not receive my ID card by January 1st? Who can I call if I have questions about my benefits or need a Temporary ID Card?

A: As long as you are enrolled in the Florida Blue system you will have a Member Contract ID Number. You may contact Florida Blue at 1-800-507-9820 for this



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information and request a Temporary ID Card via email or you can register on the Florida Blue website at www.floridablue.com and print out a Temporary ID Card. Click [here](#) for instructions on how to register on the member website.

Q: I am a new enrollee. Will I be receiving a separate ID card for Prescription benefits?

A: No, you may use the same Florida Blue ID Card for Medical and Prescription Services. The Pharmacist will need the BIN # (012833) and the PCN (FLBC) on the front of the ID card as well as your Member Contract ID Number to submit a claim.

Q: Can the Medication Guide or Formulary List change on January 1, 2021?

A: Yes, the Medication Guide or Formulary List is subject to change at any time. It is reviewed quarterly to examine new medications and new information about medications that are already on the market concerning safety, effectiveness and current use in therapy.

Certain drugs may no longer be covered or will move to a different copay tier, which may result in a higher copay. It is a good idea to review the Medication Guide and check the status of your medications each plan year.

Q: I am taking a specialty drug that requires Prior Authorization (PA). Does the PA expire on December 31, 2020?



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A: It depends on your medication and how long your PA is approved. Some drugs are approved for a year and some for only a few months. I recommend that you check with the ordering physician on when the PA expires. When you were initially approved, your doctor and/or you would have received an approval letter with the time period. **(Note: Please make sure your doctor submits a new PA as soon as possible if the approval period has expired to avoid any delays on your refills.)**

Q: Back in July, I met my 2020 HMO Basic Calendar Year Out of Pocket Maximum of \$5,500. All of my medical and pharmacy expenses have been paid in full since July. When will I have to pay out of pocket expenses again?

A: You will have to start paying out of pocket expenses beginning January 1, 2021. The Out of Pocket Maximum renews each Calendar Year.

Q: I plan to travel out of state during the winter break. I am enrolled on the BlueCare HMO Basic plan. Do I have coverage?

A: Yes, your coverage only applies to Emergency Services. Your BlueCare HMO policy does NOT have out of network benefits. Also, it does not cover routine services while out of state. If you need assistance while out of state or have questions, please contact Florida Blue at 1-800-810-2583.