



Patty Nguyen, On-Site Representative
(813) 794-2492
(727) 774-2492
(352) 524-2492
Patricia.Nguyen@floridablue.com

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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, 2024?

A: If you changed your plan from **HMO Premium Plan to HMO Basic Plan or upgraded your plan from the HMO Basic to the HMO Premium Plan**, you should expect a new ID card.

Also, 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.

In addition, name changes processed on the Open Enrollment electronic file should generate a new ID card as well.

Q: I will be newly eligible for medical and pharmacy benefits effective January 1, 2024. 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



Patty's Points



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information 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/Formulary List change on January 1, 2024?

A: Yes, the Medication Guide/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, 2023?



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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, you and/or your doctor 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: During the winter break if I encounter issues obtaining my prescription because Walgreens is out of stock, who can assist?

A: Please contact the Florida Blue Customer Service Phone Number on the back of your Member ID card. The number is 1-800-507-9820. Please explain to the Service Advocate that your prescription plan requires you to use only Walgreens as your retail pharmacy and they are out of stock of your medication. The Service Advocate will provide guidance.

Q: Back in July, I met my 2023 HMO Basic Calendar Year Out of Pocket Maximum of \$5,500. All 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, 2024. The Out-of-Pocket Maximum renews each Calendar Year.



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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, however, your coverage is limited to Emergency Services. Your BlueCare HMO policy does NOT cover out of network services. 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.

Q: Do I have medical coverage if I am traveling outside of the United States?

A: If you need to seek medical care while traveling abroad, please follow these tips below:

1. Always carry your Florida Blue Member ID card.
2. Contact Florida Blue before leaving as your health care benefits may be different outside the U.S., Puerto Rico and U.S. Virgin Islands.
3. Most domestic health plans may not be recognized outside the United States, which means if you are unexpectedly ill or injured while traveling, you may have to cover the full costs. Therefore, you may want to consider purchasing a **GeoBlue International Health Plan**. Please call **1-904-439-0387** for more information and to obtain a quote.
4. In an emergency, go directly to the nearest hospital or doctor. **Call the BlueCross BlueShield Global Core Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177**, 24 hours a day, seven days a week, if hospitalized.
5. If you need to locate a doctor or hospital, call the **Service Center**. An assistance coordinator, in conjunction with a medical professional, will arrange a doctor appointment or hospitalization, if necessary.
6. Call Florida Blue for precertification or prior authorization, if necessary. Refer to the phone number on the back of your ID card.