



Patty's Points



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

December 4, 2024

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, 2025?

A: If you had the 2024 HMO Basic Plan 48 and elected the **New HMO Basic Plan 71 for 2025** you should expect a new ID card.

If you had the 2024 HMO Basic Plan 48 and upgraded to the New HMO Premium Plan 48, you may not receive new ID cards as it is the same exact plan. The same applies if you had the 2024 PPO Standard Plan and elected the same plan for 2025, as there were no plan design changes.

Note: Your Member Contract ID Number will remain the same even if you changed from one HMO plan to another.

Members who change their plan types from HMO to PPO or PPO to HMO will be issued new ID cards. 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.



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

Q: I will be newly eligible for medical and pharmacy benefits effective January 1, 2025. 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 information to 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: I would like to change my Primary Care Physician (PCP). Who can assist?

A: Please contact Florida Blue Customer Service at 1-800-507-9820 to request the change and obtain a reference number. Provide the reference number to your PCP's office.

(Note for HMO Members: During the new plan year, it is good practice to confirm the PCP you assigned is reflected in our system.)



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

Q: Can the Medication Guide/Formulary List change on January 1, 2025?

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, 2024?

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 or contact Florida Blue Customer Service. When you were initially approved, you and/or your doctor would have received an approval letter with the approved 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



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

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 2024 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, 2025. The Out-of-Pocket Maximum renews each Calendar Year.

Q: If I am enrolled in an HMO plan and plan to travel out of state during the winter break, 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: 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 an International Travel Health Plan. Florida Blue offers a **GeoBlue International Health Plan**. Please call **1-904-439-0387** for more information and to obtain a quote.