



# Patty's Points



Patty Nguyen, On-Site Representative  
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Dear Patty:

**Q: Will I be receiving a new ID card for the new 2026 plan year?**

A: Yes, all employees enrolling in the HMO Plan effective January 1, 2026, will receive new ID cards. The new member ID number has a new alpha-prefix, "FOH", following 12 digits.

If you are covering dependents, they will use the same ID card.

**Q: I have not received my new ID cards yet. Who can I call if I have questions about my benefits or if I need a Temporary ID Card?**

A: Please contact me at 813-794-2492. I can email you a copy of your ID card through the secure site, Zix Corp. You may use this until your ID cards arrive. If I am not available, please call the new Florida Blue Customer Service at 1-866-777-0696.

You may also obtain a copy of your new ID card if you create an account on the new member portal: <https://member.myhealthtoolkitfl.com/web/public/brands/fl/>



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**Q: My doctor's office is stating my HMO plan is inactive.**

**A:** Please make sure you are providing your new HMO ID card to your doctor. In order to verify eligibility they need to enter the **complete member ID number including the alpha-prefix, "FOH", your full name as listed on the ID card, and your date of birth**. Otherwise, if only your name and date of birth is entered, it will bring up the 2025 policy which termed 12/31/2025.

**Q: I'm trying to make an appointment with my Pulmonologist and they asked me if I had a referral from my Primary Care Physician (PCP). I thought my HMO Plan is Open Access. Do I need a referral?**

**A:** The HMO Plan does not require referrals from your PCP to consult with an In-network BlueCare HMO Specialist. I am aware that certain practice groups may require referrals from your PCP if under the same practice group. In this case, it is the policy of the practice group, not Florida Blue.

Please reach out to me if the specialist insists that you need a referral. I'll be happy to call the office to clarify.

**Q: I tried to fill a prescription at Publix using the new Florida Blue ID card, but it denied. Why?**

**A:** As a reminder, effective January 1, 2026, the new Pharmacy Benefits Manager (PBM) is CVS/Caremark. It's no longer Florida Blue/Prime Therapeutics. You should have received new ID cards from CVS/Caremark in early December. If you did not, please call CVS/Caremark Customer service at 1-833-298-6991.



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**Q: My Primary Care Physician (PCP) will not make an appointment until he is assigned as my Primary Care Physician in the Florida Blue system. Who do I call to make the request?**

**A:** Please contact Florida Blue Customer Service at 1-866-777-0696 to request the assignment and obtain a reference number. Provide the reference number to your PCP's office. You will need to make the assignment for each dependent you are covering.