

Important Message from Anthem Blue Cross and Blue Shield

We take our commitment to delivering quality products and service very seriously. You expect that from us – and you should. We are working hard to improve your experience. Thank you for your business and trust. We know you have a choice, and we appreciate that you selected Anthem.

Our goal is to ensure our members can access their benefits as early as possible in 2014. With that in mind we are sharing the following important information.

Payment Options:

To accommodate the high volume of enrollment activity we have established several payment methods to accommodate you.

1. During the month of February, pay in person at Anthem's Wallingford location, Monday through Friday, 9:00 AM through 4:00 PM:

Anthem Blue Cross and Blue Shield
108 Leigus Road
Wallingford, CT

Please note that only checks and credit cards can be accepted and that payments must be received by the payment due date. For new enrollees applying for coverage effective February 1, the payment due date is February 10, 2014.

2. Pay Online – [Payment Portal](#)
You must have your initial payment letter with your Application ID to utilize this feature.
3. Pay over the phone by calling 1-855-738-6644 and following the voice prompts.
4. Mail in a payment:

Anthem Blue Cross and Blue Shield
Individual Services
P.O. Box 9041
Oxnard, CA 93031-9041

Please include the letter with your check and write the Application ID on the check or money order.

Frequently Asked Questions:

- 1. I just made my January premium payment. When is my February premium payment due?**

Thank you for paying your January premium payment. If you paid your January premium payment by January 31, you are covered retroactively to January 1. If you have not received your February invoice by February 10, please contact us to pay your premium. Please note that your February premium payment must be paid by February 28 in order for your coverage to remain active.

- 2. I just enrolled for an Anthem plan effective February 1. When is my premium payment due?**

Thank you for selecting Anthem. We have extended the deadline for February premium payments for members enrolling for February 1 coverage to February 10. To start utilizing your benefits, your initial payment must be received and processed. If you pay by February 10, your coverage will be effective back to February 1 – that’s our promise to you.

- 3. When will I receive my ID card?**

Your ID card will arrive 7—10 business days after your initial premium payment has been processed. If you need your ID card sooner, you are able to download a temporary ID approximately 5 business days after your payment is processed. You can print a temporary ID card by going online to Anthem’s member portal [Anthem.com](https://www.anthem.com) and registering. Once logged in, under resources select “Print Temporary ID card.” A new screen opens with the temporary ID card and you can print the page. If you need assistance registering please follow the [online instructions](#).

- 4. Can I see a doctor or have a prescription filled without my ID card?**

If you have your temporary ID card you may use it as you would your permanent to obtain services.

If you do not yet have a temporary ID card, as long as you have made your payment, your physician, pharmacist, or other provider can call our provider service line to verify coverage and obtain a guarantee of payment for services covered under your specific benefit plan. Members can call into our customer service line and our representatives will contact the provider and/or pharmacy on your behalf to verify benefits.

- 5. Are there other options for reaching an Anthem representative besides calling on the phone?**

Yes, you can also reach us via email or, through February 28, in-person at our Wallingford office.

To access Anthem's email address, go to Anthem.com, look for "Attention Members" and click on "contact us" then select "send us your questions or comments."

The address and hours of the Wallingford location are as follows:

Anthem Blue Cross and Blue Shield

108 Leigus Road, Wallingford, CT

February 3 – February 28

Monday – Friday

9:00 am – 4:00 pm

6. I have paid a pharmacy and/or medical claim out-of-pocket and I need to be reimbursed. How do I receive my reimbursement?

If you have paid for a prescription or health claim out-of-pocket, please complete the appropriate form and mail to the address printed at the bottom of the form.

[Anthem's Prescription Drug Claim Form](#)

[Anthem's Health Insurance Claim Form](#)

If you are not able to download the forms from the link, please use these directions to access the forms online:

1. Go to Anthem.com
2. Click on Resources
3. Click on View and Download Forms and choose Connecticut
4. Scroll to Pharmacy
5. Click on Prescription Drug Claim Form and print the PDF
6. Scroll to Claim
7. Click on Health Insurance Claim Form and print the PDF