

February 15, 2018

Re: Alphanumeric Prefix Implementation – April 15, 2018

Dear Provider Partner:

We are writing to inform you that effective April 15, 2018, Blue Cross and Blue Shield of Kansas City (Blue KC) and other Blue Cross and Blue Shield (BCBS) Plans may begin using alphanumeric prefixes on member ID cards. Currently, most Blue KC member ID cards display a three-character alpha prefix in the first three positions of the member's ID number.

Please note that existing members' alpha prefixes will not change. However, if a current member moves to a new product and that new product is assigned an alphanumeric prefix, then his or her alpha prefix will change to an alphanumeric prefix. **New alphanumeric prefixes will only be assigned to new plans or new products.**

The three character Prefix, previously referred to as alpha prefix, is a foundational component of the BlueCard Program. The information the Prefix contains defines the service relationships and arrangements between the Blue Plan and its subscribers. To increase the Prefix pool needed for BCBS Plans, the Prefix is being modified to allow numeric characters. Effective April 15, 2018, all BCBS Plans and providers must be able to accept a Prefix that includes a combination of alpha and numeric characters.

When BCBS members arrive at your office or facility, ask to see their current member identification cards (ID cards) at each visit. Doing so will help you:

- Identify the member's product.
- Obtain health plan contact information.
- Speed claims processing.

Please remember ID cards are for identification purposes only; they do not guarantee eligibility or payment of the claim. You should always verify patient eligibility by calling 1-800-676-BLUE (2583).

How does this impact me?

Any time after April 15, 2018, you may begin to see prefixes on member ID cards that contain numeric characters. You will continue to submit the member Prefix to conduct everyday transactions and to check eligibility and benefits in the same manner as you do today. Current prefixes will remain active unless cancelled by an account.

If you have implemented system changes to limit the BCBS prefix to a three digit alpha only prefix, you will need to make system modifications to allow for numeric characters effective April 15, 2018.



If you have any questions regarding the Prefix, please contact the Blue KC Provider Hotline at 816-395-3929.

Sincerely,

Evelyn D. Davidson
Director, Provider Relations
Blue Cross and Blue Shield of Kansas City