

# FAQ

## ANTHEM BLUE CROSS

### Carrier Contact Information

**Membership Services:**  
(855) 383-7248

**Membership Fax:**  
(805) 499-0842

**Dental Services:**  
(877) 567-1804  
Fax (800) 821-5946

**Vision Services:**  
(866) 723-0515

**Life Claims:**  
(855) 383-7248

### Pharmacy Information

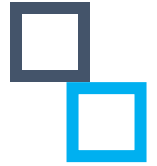
**Pharmacy Member Services:**  
(800) 700-2533

**Rx Bin:**  
020099

**Rx PCN:**  
IS

## EMPLOYEE

### Important Information to Get You Started



#### Create your online account:

Go to [anthem.com](https://www.anthem.com) or use the Sydney [mobile app](#).

Once you sign up, you can securely access time-saving tools and resources to manage your health.

Once you register, you'll be able to:

- Find a doctor or urgent care center near you
- View or print your Anthem Blue Cross member ID card
- Check your deductible and copayment/coinsurance year-to-date totals
- View your claims
- Review your benefits information

#### Accessing coverage before your member number is received:

If a member needs medical services prior to receiving their member number, the following will apply:

- Copy of their enrollment form as proof of eligibility
- Providers may also contact the Membership Department at (800) 627-8797 to verify eligibility.

Please allow additional days after receipt of approval letter for members to be active before attempting to verify eligibility.

#### Accessing prescription refills if your member number is not available:

Try to refill maintenance prescriptions prior to the end date of the existing coverage. If members need to fill prescriptions prior to receiving their ID cards, they may be required to pay out of pocket and submit a claim for reimbursement.

The pharmacy may be willing to dispense just enough medication to hold you over until your new ID number is generated.

#### Helpful Resources:

[Preventive Health Chart](#)

[EAP Member Flyer](#)

[Special Offers & Discounts](#)

[Medical Claim Form](#)

[Prescription Claim Form](#)



Download Sydney Health today to find a provider that's right for you

Use your smartphone camera to scan this QR code.