



**BlueCross BlueShield
of Illinois**

Update on Your Individual Business: Identification Cards

Earlier this year we told you about the implementation of alternative ID numbers for our Medicare Supplement members. The process has now been completed for Under-65 Individual/Family and Children's ID cards, as well.

ID numbers are no longer tied to a Member's SSN

As of September 15, 2003 Under-65 Individual/Family and Children's new business began receiving an identification number that is no longer based on the member's Social Security Number (SSN). All ID cards (including Members First cards) and member communications will contain this new alternate ID number. This new number will also appear on all letters and reminder notices sent to you.

We will still request and store the SSN in our membership files. Please be sure that your applicants continue to complete this area on the application. Your commission statements will also still be listed by SSN.

Note: Members who were issued ID Cards before September 15, 2003 will still have their SSN as their ID number. If these members request a new card, their SSN will continue to be their ID number.

Keep Your New Business Running Smoothly - Beware of Incomplete Applications!

Recently, we have seen an increase in applications that cannot be processed. It seems Producers are printing documents from either our website or the software, and their printer is cutting off some text. We're finding similar problems with missing or illegible information on applications that have been poorly photocopied or faxed. When these mistakes happen, the Producer doesn't always notice, and the application gets used with a client.

Unfortunately, because our applications are filed and approved by the Illinois Department of Insurance, and they help form the basis of our contracts with members, we cannot accept these incomplete or illegible documents. They must be withdrawn and a new application submitted.

A word to the wise. If you've printed, photocopied, or faxed an application, check it carefully to make sure it's clear and complete **before** submitting it. That will help keep your new business running smoothly.

Upcoming Under-65 Individual/Family, Children's and Old Small Group Member Mailing

Each year Direct Markets mails letters to our Under-65 Individual/Family and Children's members, along with our old Small Groups, with important information about their health insurance coverage. The communication includes updates about such topics as the Women's Health and Cancer Rights Act of 1998, as well as various riders applicable to their specific insurance plan. This year's mailing will begin in late October.

One noteworthy benefit change that will be included in this year's mailing relates to a new Illinois mandate. Effective January 1, 2004, those Direct Markets policies offering coverage for outpatient services and outpatient prescription drugs and devices will be expanded to include coverage for outpatient contraceptive services, as well as drugs or devices that require a prescription and have been approved by the Food and Drug Administration. These new benefits will be available for members as well as their covered dependents. Watch your mail box for additional details in the coming weeks.

Thank you for your attention to this important information. If you have any questions, please contact your Marketing Consultant or General Agent.