

**INSTRUCTIONS TO FOLLOW**  
***AFTER YOUR HEALTH INSURANCE APPLICATION HAS  
BEEN SUBMITTED AND PROCESSED***

1. Once your health insurance application was submitted and processed you will receive a copy of your eligibility letter in the mail. Please keep it for your records. No response is required.
2. Next stage of the process is the receipt of your invoice from Independence Blue Cross. It will arrive to your residence via mail by the end of the month in which your application was submitted. It can be paid by contacting Blue Cross billing department or by sending a check.

- **To pay by phone:**

Billing department number is: 888-879-4891

Have your member id, your routing number and your bank account number ready.

- **To send a check:**

Remove the stub from the bottom your bill, write in the amount of your payment in the designated section of the stub. If you are paying by check, make sure it is written out to Keystone Health Plan East, has the correct amount on it and most importantly signed by the account holder.

Place the stub and your payment inside the envelope provided with your invoice and mail it.

3. After your payment has been received and processed by the insurance company, member ID cards for each person on the policy will arrive to your residence by mail. Each card will need to be activated by calling the number on the blue sticker.

Before the call, remove the sticker to reveal your member id number. The automated system will need the following for each call:

- a. Numeric portion of your member ID
- b. Your birthday entered in the following format (xx/xx/xxxx)

If all the information entered was correct, you will be informed that your card has been confirmed.

4. The next step is selecting your Primary Care Provider (PCP) aka Family Doctor. It can be done by calling Blue Cross member services department or via internet.

- **To select PCP by phone:**

Member Services number is: 855-307-1333

Have your member id, your family doctor name and address ready.

- **To select PCP via internet:**

Have the numeric portion of your member id ready.

- a. Visit [www.IBX.com](http://www.IBX.com)
- b. Select "Find A Doctor" link.
- c. All required fields are marked with a red asterisk. Once the info is entered submit it.
- d. Click on the name of the desired doctor or practice name. At the bottom of the screen select the provider id number and write it down.
- e. Visit [http://www.ibx.com/htdocs/email\\_forms/pcp\\_selection.html](http://www.ibx.com/htdocs/email_forms/pcp_selection.html)

- f. Enter your information. Enter the doctor's information. Provider number is the id number you obtained earlier. Submit your request.

Once you selected your PCP either by phone or internet, your new cards with the name of your primary doctor on it will arrive in the mail within 10-15 business days. As you are waiting for your new cards please use the card you currently have until replacement arrives.

### **WHAT TO DO IF:**

**Q. You would like to pay your bill by phone or internet.**

- A. *To pay by phone please call Blue Cross billing department at 1-888-879-4891. Have your member id, routing number and account number ready.*

*To pay over the internet please register at [www.ibx.com](http://www.ibx.com). Have your member id and account information handy. Once you register, select PAY button, enter your billing account number which is available on your bill and select the invoice you wish to pay.*

**Q. You did not get your bill by the 1<sup>st</sup> of the next month from the date your application was processed.**

- A. *Contact Blue Cross member services at 1-800-275-2583 on the 1<sup>st</sup> and let them know you haven't received your bill. Make sure that they have your correct address. Sometimes that solves the issue. If the problem is something else please follow the instructions provided by the representative.*

**Q. You paid your bill but did not receive your card.**

- A. *Contact Blue Cross member services at 1-800-275-2583 and request they send you a replacement.*

**Q. You received your card but it does not have your primary care provider name.**

- A. *Follow the instructions provided in section 4.*

**Q. Your name is misspelled or your address is incorrect.**

- A. *To make corrections to your member information please contact Blue Cross member services at 1800-ASK BLUE (1800-275-2583). Please allow some time for the information to be updated.*

**Q. You contacted Blue Cross member services and they could not locate your policy.**

- A. *Contact Insurance Xchange at 215-764-3200*