



P.O. Box 2820, New York, NY 10116-2820

Dear <Fname> <Lname>,

Thank you for being a valued member of the New York City Health Benefits Program.

Attached to this letter are your new EmblemHealth (medical) and Empire BlueCross BlueShield (hospital) member ID cards. You are receiving these member ID cards because we've upgraded our technology to better serve you.

Please begin using these new member ID cards on **July 1, 2020**, when they go into effect.

You'll notice your member ID number has changed.

- Your **EmblemHealth** card has an 11-digit member ID number that begins with the letter "K." Use this card when you see your doctor or have a medical service not done in a hospital. For example, lab test, x-ray, or MRI.
- Your **Empire BlueCross BlueShield** card has a 9-digit member ID number that begins with the letter "K." Use this card when you receive care in the hospital.

#### **Information about your new member ID cards:**

- If you have any family members on your plan, their cards are either included here or will follow in another letter. Each member on your plan will now get their own ID cards. If they do not receive their new cards by **June 22, 2020**, please call the EmblemHealth number on your card.
- We've added the Emblem Behavioral Health Services phone number to the back of your card to support you and your family.
- Carefully check your personal information on these cards. If you have any questions, call the Customer Service number on the back of your card and let us know.

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- In case of an emergency, it's a good idea to always carry both cards with you. Please be sure to present both cards when receiving health care services.
- Once you begin using these new cards on **July 1, 2020**, please destroy any other member ID cards you have.

**Get immediate access to your health care information**

Keep your health care information online in one secure, convenient place. It's easy – just set up an account on our member portal, **myEmblemHealth**. If you're already registered, you don't need to do anything.

Go to **emblemhealth.com/sign-in**, click "**Register**," and fill in the required information. You'll be able to see your plan benefits, find doctors and hospitals, choose a primary care doctor, request a member ID card, and much more.

**Questions?** If you have questions about your EmblemHealth plan, call us at **212-501-4444 (TTY: 711)**. If you live outside of New York, call **800-624-2414 (TTY: 711)**. Our hours are 8 a.m. to 6 p.m., Monday to Friday. A Customer Service representative will be happy to help.

If you have questions about your Empire BlueCross BlueShield plan, call **800-433-9592 (TTY: 711)**. Their hours are 8:30 a.m. to 5 p.m., Monday to Friday. Or, visit their website at **EmpireBlue.com/NYC**.

We're committed to supporting you.

Sincerely,



Jennifer Truscott  
Senior Vice President  
Operations  
EmblemHealth



Thomas H. Canty  
Vice President & GM  
Labor, Government & Special Accounts  
Empire BlueCross BlueShield