

Virginia Provider Communications

Important changes to Commonwealth of Virginia and The Local Choice Anthem member ID cards

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Commonwealth of Virginia (COVA) and The Local Choice (TLC) employees who participate in Anthem health care plans are being issued new, revised member identification cards over the next several months. The revised cards include a new ID number prefix and, for TLC members, a new group number, both of which are effective on the dates outlined in the table below. Line of Duty Act (LODA) health plan prefixes are NOT changing.

Members Enrolled in:	Former Prefix	New Prefix
Active employees, early retirees and COBRA participants: COVA (effective July 1, 2019) TLC (effective July 1, 2019 or October 1, 2019)	YTX	FVI
Retirees (Medicare-eligible participants): COVA (effective January 1, 2020) TLC (effective July 1, 2019 or October 1, 2019)	YTV	VMZ

Request current ID cards at time of service

While members have been instructed to present their new ID cards to health care providers when seeking covered services beginning July 1 or risk potential denial of claims, your office, practice or facility should always request that patients present their most current ID cards at the time of service. When filing claims to Anthem and affiliate HealthKeepers, Inc., enter the ID numbers exactly as they appear on the card – including the ID number prefix – to help speed claims processing and reimbursement.

It's important that providers update each patient's health insurance and billing information with the new prefix and group numbers displayed on members' ID cards and use this updated information when filing claims to Anthem.

Electronic ID cards

As a reminder, members can now view, download, email, and fax an electronic version of their

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member ID cards using the Anthem Anywhere or Engage mobile apps. And because our electronic ID cards look just like our physical ID cards, members can show either an electronic or physical ID card when obtaining services.

<https://providernews.anthem.com/virginia/article/important-changes-to-commonwealth-of-virginia-and-the-local-choice-anthem-member-id-cards>

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