

**To:** Evergreen School District Employees  
**From:** Blue Shield of California  
**Subject:** Claims System Upgrade for March 1st

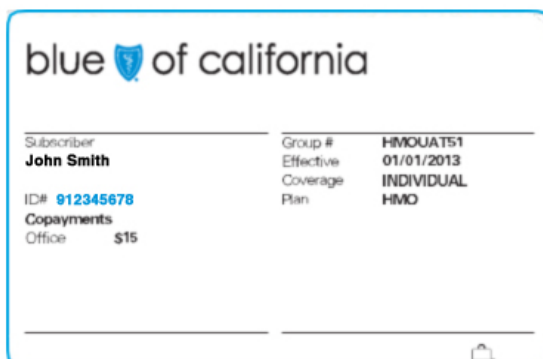
**Reason for Alert:**

As part of Blue Shield's commitment to improve the way we provide service to our customers, we are upgrading our membership and claims systems to a new integrated healthcare management system, which we call Shield Advance. This secure platform is currently used by more than 70 other health plans across the country.

**When:**  
 March 1st

**How This Change Affects You:**

- **SUBSCRIBER ID:**
  - You will receive a new Subscriber ID number
  - You can access care and customer service will assist you with using either the new subscriber number or old subscriber number. For more efficient service, we encourage you to begin using your new subscriber ID number with your providers as well as when they contact Blue Shield.
  
- **ID CARDS:**
  - You will receive a new ID card in early March at your home address
  - You may also log in to blueshieldca.com to print a temporary member ID card or request additional copies of member ID cards
  - The "effective date" on the member ID card is the date your coverage began, and is not related to the date when these changes will be in effect.
  - Sample ID card below:





➤ **CUSTOMER SERVICE:**

- The Customer Service number is changing to 888-256-1915
- You can reach customer service by calling the former support number. For more efficient service, we encourage you to begin calling the new customer service number.

➤ **EXPLANATION OF BENEFITS:**

- You may notice some slight format changes on the new EOBs that you will receive after March 1<sup>st</sup>.

➤ **MEMBER PORTAL:**

- If you've already registered at [www.blueshieldca.com](http://www.blueshieldca.com), you will NOT need to reregister
- Please use your new Subscriber ID if you are registering for the first time after March 1<sup>st</sup>.