

We're sending you new ID cards for use in 2019.

1. Keep an eye on the mail and replace your old card with your new card

In 2019, you'll need your new ID card to access services. Many people accidentally throw out their ID cards. So remember, in December we will send you an **ID card**.

Your ID card grants you access to the care you need.

Log in to the Member Resource Center and create or update your account

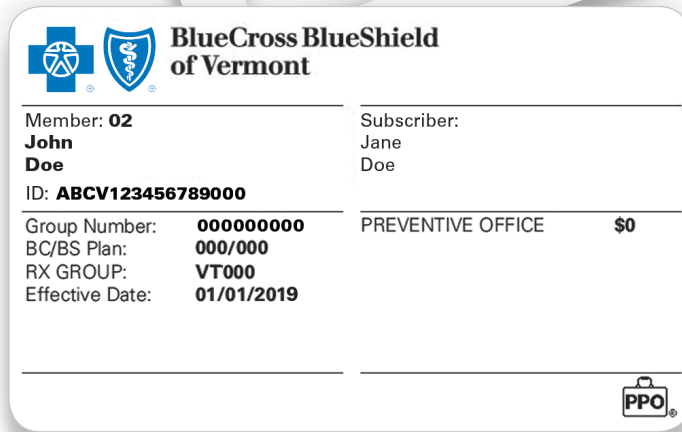
2. Whether you're new to the Member Resource Center (MRC), or an existing user, you'll need to register in 2019.

To do so, visit www.bcbsvt.com/member. When you register, you'll gain access to:

- **benefit details** — covered services and what you'll process for those services
- **claims** — view your claims and how we process them
- **plan materials** — order replacement ID cards, print a proof of coverage or view your benefit description document (BDD). You may request hard copies of your BDD, if you wish, by calling our customer service team at the number listed on the back of your ID card

3. Your Explanation of Benefits will be called a Summary of Health Plan Payments (SHPP)

In 2019, you'll notice we've changed the name of your Explanation of Benefits to Summary of Health Plan Payments (SHPP) and simplified the layout. For more details, visit www.bcbsvt.com/SHPP.



Don't accidentally toss your ID card.



For 2019, we've made some enhancements to the look and feel of your ID card. We've changed your member ID number and removed the PCP line on most ID cards. In 2019, be certain to bring your new card with you when you need care or to fill a prescription.



**BlueCross
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An Independent Licensee
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Blue Shield Association.