



BlueCross BlueShield of Vermont

Independent Licensees of the Blue Cross and Blue Shield Association.

November 2018

Dear Valued VEHI Customer,

In a continued effort to serve you better, we are making changes to some of our technology. As a result, you'll notice a few enhancements to your invoice starting in December for an effective date of January 1, 2019.

What you need to know

- We will be making improvements to our monthly invoices and group numbering structure.
- Beginning with your January invoice, we will call your Bill-to-Account (BTA) an **Invoice Recipient ID**; and your "Account Number" will be called a **Division ID**.
 - Here is an example of the new structure:
 - **Invoice Recipient ID:** 316012345A130
 - **Group Number:** 316012345915
 - 316 – indicates you are a VEHI group
 - 6 digits in the middle (012345)- added a "0" then the following 5 digits is your current "Group Number"
 - 915 – indicates this is a BCBSVT account
 - **Division ID:** A130
 - **A** – letter indicates the district within the SU
 - **1**- indicates the employee segment
 - **30** – benefit and medical spending account funding type

As of January 1, 2019 you will also notice improvements to your group numbering structure, which will result in fewer divisions for you to manage, specifically for Gold CDHP. We no longer need two divisions to separate single coverage from two-person, parent/child(ren) and family coverage.

Other upcoming enhancements

Member ID numbers are also changing. All VEHI members will receive a new ID card in December in preparation for our updates taking place January 1, 2019. **It is of the utmost importance that all members bring their new ID card with them when they need care or to fill a prescription. Current ID cards will not work after December 31, 2018.**

For questions about your new invoices, please contact enrollment services at (888) 320-9798, Monday through Friday, 8 a.m. to 4:30 p.m. Thank you for choosing Blue Cross and Blue Shield of Vermont.

Thank you,

Max Tardie
Manager, Customer Billing