

Highmark Delaware's Identification (ID) Card

Upon your enrollment in a health care plan administered by Highmark Delaware, ID Cards will be provided to you at your home address by Highmark Delaware. If you change your enrollment from one health care plan to another, you will be provided new ID Cards.

You will receive a separate ID Card for each covered dependent. Your name will appear on the left side of the ID Cards and your dependent's name will appear on the right side. Should you require additional ID Cards, contact Highmark Delaware Customer Service, or you may also request an ID card online via the Highmark Delaware member portal at www.highmarkbcbsde.com

Highmark Delaware's website address and Customer Service telephone number are listed on the ID Card for your easy reference.

If you are enrolled in the IPA/HMO plan, your primary care physician's (PCP) name will appear as your PCP. To change your PCP contact Highmark Delaware's Customer Services, or change your PCP online via the Highmark Delaware's member portal at www.highmarkbcbsde.com You may have a different PCP than each of your dependents.

You must provide a copy of your ID Card to your health care providers when receiving services.

Pharmacy services for State of Delaware employees, pensioners, and their eligible dependents are provided by Express-Scripts (formerly Medco). Express-Scripts provides you with an ID Card upon enrollment. You must provide a copy of your Express-Scripts ID Card to your pharmacy provider when receiving services. Additional information on your prescription coverage is available at <http://ben.omb.delaware.gov/script/index.shtml> or by calling Express-Scripts' Member Services at 1-800-939-2142.

Please note: The State of Delaware contracts directly with Express-Scripts to deliver pharmacy services to State of Delaware employees, pensioners, and their eligible dependents. Any references Highmark Delaware may make in regard to Express-Scripts or pharmacy coverage is not applicable to State of Delaware employees, pensioners, and their eligible dependents except when certain medications are administered by a physician or facility.

For additional information contact:

Highmark Delaware's Customer Services at 1-800-633-2563