

[Recipient Name]  
[Street Address]  
[City, ST ZIP Code]

THIS LETTER IS YOUR **TEMPORARY** MEMBER ID CARD

**We recently experienced a delay with our member ID card production, and you may not have received your Blue Cross & Blue Shield of Rhode Island (BCBSRI) card yet.** You should receive your permanent member ID card in the mail in the next several weeks. In the meantime, present this letter to your doctor, hospital, or pharmacy as proof of insurance coverage for you and anyone covered under your plan. Please keep this letter until you receive your permanent member ID. This is your important member ID information:

Member Identification Number:  
Rx Group Number:  
Rx Group BIN #:  
Processor Control Number:

If you are a BlueCHIP for Medicare member and have any questions, please call your Medicare Concierge Team at 1-800-267-0439 (TTY users should call 711), seven days a week from October 1 to February 14, 8:00 a.m. to 8:00 p.m. From February 15 to September 30, you can call Monday through Friday, from 8:00 a.m. to 8:00 p.m. On Saturday and Sunday, call from 8:00 a.m. to noon. You can use our automated answering system outside of these hours.

All other members can call customer service at (401) 459-5000 or 1-800-639-2227 (TTY: 711). For your convenience, the customer service line is open Monday-Friday, 8:00 a.m. to 8:00 p.m., and Saturday-Sunday, 8:00 a.m. to noon EST.

Sincerely,



Jeffrey J. Kolarik  
Vice President, Operations

**Attention providers:** For specific eligibility and benefit information and to verify the member's ID number, please go to [bcbsri.com](http://bcbsri.com).

**Attention out-of-state providers:** For specific eligibility and benefit information and to verify the member's ID number, please contact the BCBSRI Physician & Provider Service Center at 1-800-230-9050 from Monday-Friday, 8:00 a.m. to 4:30 p.m. EST. Dental providers, please call our Dental Provider Service Center at 1-800-831-2400.