

YOUR MEMBER ID CARD IS NEW AND IMPROVED

Be sure to show your providers this new member ID card for services after 1/1/2017.



Regence

SUBSCRIBER
SAMPLE1
ID NO CIS123456789

Group No. 96000281
Deductible \$500/\$1500

	M	D	RX	V
00 SUBSCRIBER SAMPLE1	Y	N	Y	N
01 SPOUSE SAMPLE1	Y	N	Y	N
02 DEPENDENT SAMPLE1	Y	N	Y	N

Express Scripts (ES)**
RX BIN:003858 RX PCN:A4
RX Group:RXS4CIS

20160525B03 SH: 0 Bin 2
JALIE Env [1:52Z] CSets 1 of 1

Card Front

Regence

Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

Hospitals or Physicians: File claims with local Blue Cross and/or Blue Shield Plan.

Regence BlueCross BlueShield of Oregon provides administrative services and does not assume any financial risk or claims for medical services.

www.regence.com
Members Call 1 (888) 370-6159
Outside of Area 1 (800) 810 BLUE (2583)
MDLIVE* 1 (888) 725-3097

www.regence.com/providers
Providers Call 1 (866) 227-0913

www.VSP.com
VSP Service Plan 1 (800) 877-7195
express-scripts.com
Express Scripts(ES)** 1 (800) 496-4182
Pharmacists Only** 1 (800) 922-1557

*Health services administered by MDLIVE
**Contact separately with group.
Regence BlueCross BlueShield of Oregon is an Independent Licensee of the Blue Cross and Blue Shield Association.

EXPRESS SCRIPTS Pharmacy benefits administrator

Card Back

What's new on the front of your card?

- Your prescription (Rx) coverage is transitioning to Express Scripts (ES) January 1, 2017. A "Y" will remain on your ID card indicating you still have Rx coverage.
- If vision is offered by your employer, the VSP coverage will now be displayed on your Regence card. If VSP vision is offered, a "Y" will be on your card. If VSP vision is not offered, an "N" will be on your card.

What's continuing on the back of your new card?

- MDLIVE continues as your non-emergency medical vendor. The customer service number can be found on your ID card. You can also download the app on your smartphone or visit MDLIVE at MDLIVE.com/CIS.

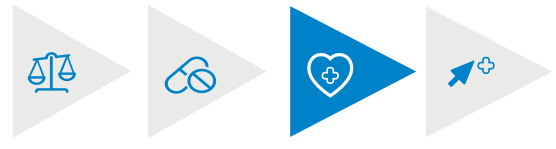
What's new on the back of your new card?

- VSP and Express Scripts (ES) contact information is listed on your ID card.

When will I receive my new card?

- Mid-December 2016





Member ID card FAQs

Do I need to inform my doctors and pharmacies about this change?

Yes, it's important that you show your new card to your health care providers and pharmacies.

How will this change affect my prescription benefits?

CIS will continue to use OmedaRx for prescription benefits management through 12/31/2016. You will not need to do anything different to obtain your prescriptions. Effective January 1, 2017, Express Scripts will take over administering prescription benefits. More information regarding this change is provided with your 2017 open enrollment materials. Those using mail order, taking specialty medications, or whose current drug is impacted by the change, will receive letters in November-December regarding next steps.

Will there be a change to my vision benefits (only applies if vision benefits are offered by your employer)?

No, VSP will continue to pay vision benefits for CIS. However, your network is expanding to include Walmart/Sam's Club, Costco and Visionworks which includes Shopko. Before visiting your vision provider, we encourage you to contact your VSP customer service representative to confirm your doctor is in-network. We want to make sure you are getting the best price for your benefit without any surprises. See the back of your ID card for your VSP customer service number.

Customer service hours FAQs

Please note, this year during open enrollment, Regence customer service hours will be expanded to give you more flexibility to call when it's convenient for you.

Will the calls for expanded hours be handled by the same customer service team or will calls be outsourced?

The same Customer Service Professionals (CSPs) that service you today will be working with you during these expanded hours.

Will there be any limitations to my call type after hours?

Maybe. Your CSP will have the same system access they have today, so in most cases they will be able to answer all your questions. However, only the customer service department will be open during expanded hours, so if your question involves another department such as case management or preauthorization, a CSP will need to call or email you back the next business day (Monday-Friday).

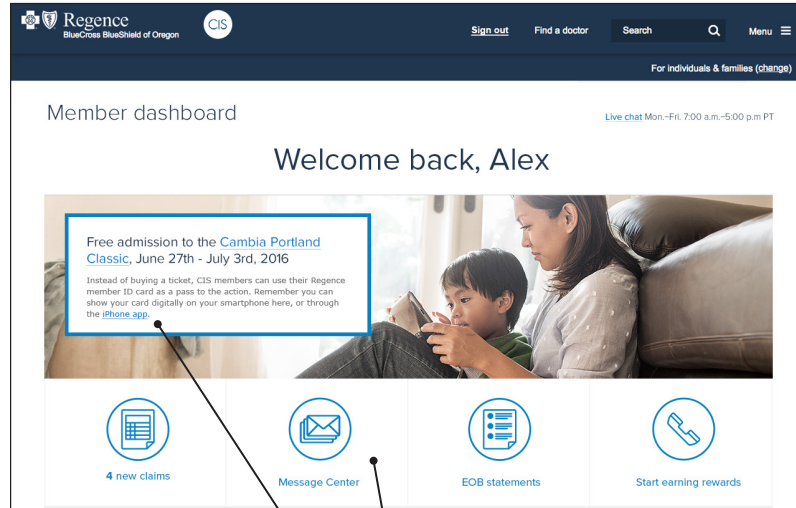
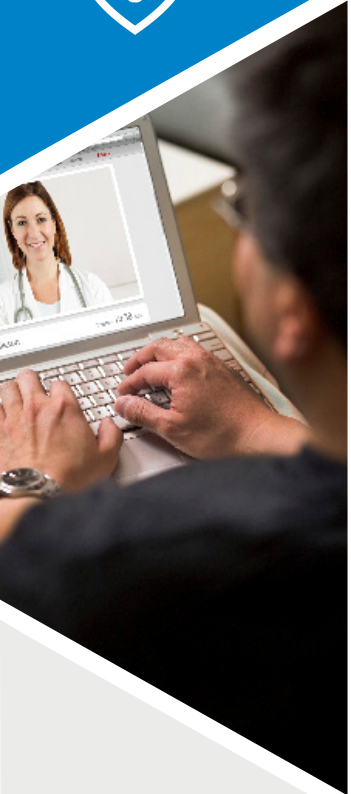


cis benefits
cisbenefits.org



CIS HEALTH MANAGER

Health insurance benefits customized just for you:
Introducing the new CIS and Regence Health Manager online portal



Watch these areas for the latest news and alerts from CIS and/or your employer!

We know that you don't have a lot of time to click through pages and pages to find the information you're looking for. You want to be able to easily and quickly access your health benefits information, along with other tools to manage your lifestyle. So we've made your regence.com member portal simpler to use. With a single location, you can now find information that is meaningful and beneficial on your computer, or on your phone or tablet.

One of the most important features is our customized member dashboard. This feature enables you to quickly find applicable information to guide you to the appropriate care, at the right time, and at the appropriate cost to you.

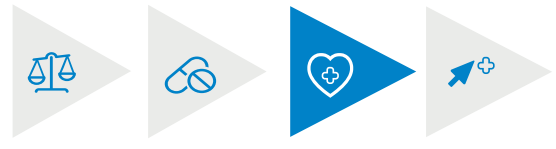
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cisbenefits.org

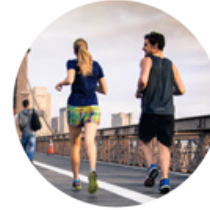
CIS-HM





MDLIVE - Telehealth

Connect with doctors 24/7 by video or phone for late night and weekend doctor visits, prescription refills, and fast help when you need it!



hubhub Health

Learn and maintain healthy habits at work and at home for your physical, mental, emotional, and financial wellbeing.

Integration of helpful tools

This January, we will be adding some new integrated tools, such as Gamification and Comparison Shopping.

CIS Health Manager

Available Now: MDLIVE will assist you with medical advice from a board-certified physician by either secure video or phone. This is a great option for non-emergency needs, such as a sore throat or allergies. Learn more and activate your account now at MDLIVE.com/CIS.

Coming in January:

- ▷ Gamification, powered by hubhub, helps maintain healthy habits at work and at home for your physical, mental, emotional and financial wellbeing. Practicing preventive care is the best medicine.
- ▷ The Comparison Shopping Tool gives you the power to research providers and treatments. It provides you a total treatment cost, as well as a comprehensive treatment timeline for an episode of care. It also delivers a complete story, and presents powerful insights that can lead to smarter choices and lower costs for you and your family.

The CIS Health Manager portal will continue to evolve over the next year with additional resources for you. Please be sure to visit the site frequently to see what's new!



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