

Broker step-by-step guide for reissuing ID cards for Small and Large Group members

Members can download their ID cards by logging into www.blueshieldca.com at any time.

If needed, brokers can order ID cards on behalf of their clients.

Reissue an ID card by searching for a client and selecting the group employee using the steps below.

Order ID cards for your Small Group Clients

1. Log in to your Broker Connection account at www.blueshieldca.com/broker.
2. Click on *Small Business (1-100)*, then select *Administer Member Level Changes*.
3. Choose the appropriate company/group from the Company drop down and click *select*.
4. Click *Plan Administration* and select *Benefits Management*.
5. Select *View all employees* on the upper righthand side of the screen.
 - a. You can also search for an employee using the search box.
6. For each employee, click the "+" sign and select *Request Insurance Cards*.
7. Select *Request Card* and then click *Send card request*.

Important: The ID card will be delivered to the member based on their delivery preference (e.g. digital or physical).

Note: The ID card ordering functionality is suppressed during the groups open enrollment period only.

Order ID cards for your non-EDI Large and Core Group Clients

1. Log in to your Broker Connection account at www.blueshieldca.com/employer
2. Choose the appropriate group from the drop down in the *Company or Group* box and click *select*.
3. Click over *Plan Administration* and select *Benefits Management*.
4. Enter the employee's name or SSN in search box and click *Go*.
5. Click *Manage employee*.
6. Select *Request ID cards*.
7. On Request Insurance Card page select *Request Card*.
8. Click *Send card request*.

Important: The ID card will be delivered to the member based on their delivery preference (e.g., digital, or physical).

Note: The ID card ordering functionality is suppressed during the groups open enrollment period only.

Order or view ID cards for your EDI Large and Core Group Clients

1. Log in to your Broker Connection account at www.blueshieldca.com/employer.
2. Choose the appropriate group from the drop down in the *Company or Group* box and click *select*.
3. Click *Plan Administration* and select *Member Roster/Search*.
4. Enter employee first name/last name or SSN in *Find a member* search box and click *Search*.
5. Select member from search results.
6. Select *Order ID Cards* to request an ID card be reissued to the member or select *View ID card* to view/download/print ID card.
7. Select member or family and click *Next*.
8. Click *Finish* on *Summary page*.

Important: The ID card will be delivered to the member based on their delivery preference (e.g., digital, or physical).

Need an ID card now for an emergency situation?

Members can download their ID cards by logging into www.blueshieldca.com at any time.

Contact Blue Shield's Producer Services team to fulfill an urgent ID card request by calling (800) 559-5905.

Members may also contact their Customer Care team to request an immediate copy of their ID card by calling (888) 256-1915.