

MCSIG Network Change Frequently Asked Questions

Q. Will my plan change with Blue Shield?

A. No. The MCSIG benefit plans are the same. Effective 1/1/20, only the Network is changing to Blue Shield.

Q. Will MCSIG's customer service phone number change?

A. No, you will continue to call MCSIG Customer Service at (831)755-8055 or (800) 287-1442.

Q. How do I access a list of providers on the Blue Shield network?

A. You can go to blueshieldca.com/mcsig to search providers in their network.

Q. Will my prescriptions be impacted by this change?

A. No. MCSIG will continue to use Express Scripts. You do not need to do anything and you will not receive a new pharmacy card. If you need to order a new card, please call Express Scripts at (866) 321-9650.

Q. If I'm on the EPO and my current doctor is not in the Blue Shield network, will I be able to change my plan?

A. Yes. You may change plans, for any reason, during the MCSIG annual Open Enrollment in November for a January 1, 2020 effective date.

Q. Will my ID number change and when will I get my new card?

A. Yes. You will receive a new MCSIG/Blue Shield ID card with new ID numbers in late December.

Q. How many ID cards will I receive and will my dependents get their own cards?

A. You will receive two MCSIG/Blue Shield ID cards in the name of the subscriber. Even though the ID cards reflect the name of the subscriber, you may use the ID cards for all enrolled dependents.

Q. What should I do if I don't receive my MCSIG/Blue Shield ID card?

A. Call MCSIG Customer Service (831) 755-8055 or (800) 287-1442.

Q. Where and when can I register with Blue Shield to have access to my health plan information?

A. Effective 1/1/20, you may register at blueshieldca.com/mcsig or the *Blue Shield of California* mobile app to access your claims, ID cards, Explanation Of Benefits (EOBs), and other benefit related information.

Q. Will I still have access to my Anthem online account?

A. Yes, if you are already registered with Anthem, you will have a grace period of 2 years for portal access from 1/1/20 to 12/31/21. If not already registered, you will have 1 year to register.