

December 2023

Dear Southern Wellness Trust member:

Thank you for choosing Anthem Blue Cross and Blue Shield (Anthem). We are glad that Southern Wellness Trust has partnered with Anthem and we appreciate the opportunity to serve you and your family. This letter is to make you aware of a change to the information on your ID card.

The prefix in front of your member identification number will be moving from the current AAK to K6Z. Prior to receiving your new ID cards, Anthem wants to help you get the most from your benefits, so we're including some important information below.

- This change goes into effect January 1, 2024
- Your group number is L01467
- When using this welcome letter, please use the Prefix K6Z along with your Social Security or unique ID number.
- If you need services or need to call Anthem Customer Service, reference your group name and group number until you receive your new permanent ID card. If your provider has questions regarding the filing of your claim without an ID number, please have them contact Customer Service.
- Please also review the attached flyer which outlines how you can access the most current ID card via the Sydney mobile app.

The phone numbers listed here are available to address any questions you might have regarding your coverage or this change.

Sincerely,

Anthem Blue Cross and Blue Shield

Important phone numbers and websites:

Anthem Customer Service

1-844-995-1746 or [anthem.com](https://www.anthem.com)

Anthem Precertification

1-844-995-1746

BlueCard® Customer Service

(to locate a provider while traveling)

1-800-810-BLUE or [anthem.com](https://www.anthem.com)

Anthem Provider Services

1-800-676-2583