

## Blue Cross commercial subscriber IDs that started with 99 have changed

Some Blue Cross commercial group members had subscriber/enrollee IDs that started with 99. Effective immediately, the subscriber/enrollee ID numbers for these members have changed. This change doesn't affect the members' benefits.

Here's what you need to know.

As providers, you can look up these members' eligibility and benefits by patient name and date of birth in our provider portal. You can't look them up using their old subscriber/enrollee IDs.

To look them up by patient name and date of birth:

1. Log in to [availity.com](https://www.availity.com)\*
2. Choose *Patient Registration* from the menu bar and then choose *Eligibility and Benefits Inquiry*.
3. Complete all required fields. In the Patient Search Option field, choose *Patient Last Name, Patient First Name, Date of Birth*.
4. After completing all fields, click *Search*.

We've mailed new member ID cards to the affected members. They should receive them in the next few days. In the meantime, they can look up their new subscriber/enrollee IDs through the BCBSM mobile app or through our member portal on **bcbsm.com**.

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.