

# New Blue Shield ID Cards Arriving Soon



Plan Year: July 1, 2025 - June 30, 2026

Dear Colleague,

Due to the addition of the new feature, **Blue Shield Connect**, all Blue Shield of California participants will receive **new ID cards**, regardless of whether you made changes during Open Enrollment. This update ensures your new card reflects the expanded support services now available to you.

- **Digital ID Cards:** If you've opted into paperless delivery, your digital ID card will be available starting July 1, 2025, through the Blue Shield member portal or mobile app.
- **Physical ID Cards:** If you have not opted into paperless delivery, physical ID cards will be mailed to your home. If you do not receive your ID card by July 15, 2025, please reach out to [askhr@nu.edu](mailto:askhr@nu.edu).

For more information on how to access your card and ID card FAQs, visit:  
[Blue Shield ID Card FAQs](#)

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## What is Blue Shield Connect?

Blue Shield Connect is a high-touch support system now included with your plan:

- **One Call, Full Support:** A single customer service representative will act as your advocate and coordinate with clinical experts such as nurses, health coaches, dietitians, and pharmacists during your call.
- **Dedicated Phone Line (888-499-5532):** You'll have access to a personalized Blue Shield Connect number with expanded hours and consistent support.
- **Comprehensive Care Coordination:** Get help navigating treatment plans, prior authorizations, and both short- and long-term health needs.
- **Pharmacy Help in Real Time:** Prescription issues can be addressed directly between your doctor and pharmacy during the call.

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If you have any questions, please reach out to [askhr@nu.edu](mailto:askhr@nu.edu).



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