



**QUESTIONS & ANSWERS
BCBS-USVI PROVIDERS**

1) What will happen to plan members after August 1, 2016?

In regards to BCBS-USVI members, effective August 1, 2016, BCBS-USVI will discontinue offering group health insurance products in the US Virgin Island. BCBS-USVI will honor all policies/contracts in force until they expire. For example:

- All groups with a renewal date on or after 8/1/2016 will not be renewed once their expiration date is reached.
- A 7/1/2016 renewal or sale will be honored until 6/30/2017
- BCBS-USVI will honor all eligible active COBRA members in force until the group's policy expiration date or the COBRA coverage's qualifying period expires, whichever comes first.

In regards to Triple-S Salud's members, these will not be affected since BCBS-USVI is a separate line of business. Therefore, Triple-S Salud will continue serving policyholders of the Blue Cross Blue Shield Association's Federal Employees Program and policyholders of Puerto Rico-based employers who reside in the US Virgin Islands.

2) Will you honor payments for services rendered to BCBS-USVI providers?

Providers can rest assure that BCBS-USVI will continue to pay claims, subject to payment and medical policies, for services rendered in accordance with the covered benefits on or before the member's policy expiration date.

3) When will all group services cease for the BCBS-USVI line of business?

Groups will not be renewed on a monthly basis beginning 8/1/2016. The last service date will be July 31, 2017 for groups with this expiration date. Please refer to item #1 for examples.

4) How can I determine whether a plan member's contract remains active or is no longer active?

Please use the usual and customary channels to determine eligibility, either through our BCBS-USVI Call Center or online, by visiting our BCBS-USVI website www.bcbsusvi.com.

5) Do BCBS-USVI members and Triple-S Salud members use the same ID Cards?

No. BCBS-USVI member ID cards are different from the Triple-S Salud member ID cards. Besides having different logos and colors, the health member's ID numbers start with different prefixes. BCBS-USVI begins with ZUV and Triple-S Salud with ZUA. Please see below.

