

## **Blue Cross Blue Shield (BCBS) & CVS/Caremark FAQs**

### **Why are my spouse and children not listed on my ID card?**

BCBS's health insurance ID cards will only have the employee's name on it. If you need additional cards you can order them through your BCBS personal portal, or by calling the member services number on the back of your ID card.

### **Why am I not able to see my spouse's EOBs?**

Dependents over age 18 need to complete a HIPPA Release form for the employee to see claims, etc. [BCBS HIPPA Release](#)

### **Where can I see what my deductible/co-pay is?**

Navigate to the City of Lincoln HR page. Choose City Benefits or County Benefits. Follow the link "Click here for 2025 Benefits". Open the Medical Insurance line. Look at the Summary of Benefits for your bargaining unit/classification.

[City of Lincoln Benefits – City of Lincoln, NE](#)

<https://www.lincoln.ne.gov/City/Departments/HR/Benefits/City-of-Lincoln-Benefits-2025>

[Lancaster County Benefits – City of Lincoln, NE](#)

<https://www.lincoln.ne.gov/City/Departments/HR/Benefits/Lancaster-County-Benefits-2025>

### **What if I have not received my BCBS cards yet?**

Contact [HRbenefits@lincoln.ne.gov](mailto:HRbenefits@lincoln.ne.gov) to request your ID number. Then create an online account for BCBS and request a new card.

### **Will I be getting new Dental and Vision cards?**

Unless you changed coverage levels (ex. Employee Only to Family) your Dental and Vision cards can continue to be used.

### **Do I need a separate card for my prescriptions?**

Your BCBS card is used for both medical and pharmacy benefits. If you download or print a card from the CVS portal the cards will look different, but the information will be the same (ID number, RxBenefits number). We recommend you only use the BCBS ID card at the doctor's office and pharmacy. The Pharmacy Help Desk phone number on the back of the BCBS ID card will not connect you to CVS. Please use the CVS numbers on the next page.

**Do I need to create a separate CVS online account?**

Only if you want to.

**When can I use the CVS mobile app?**

You can create an account on the mobile app on or after January 1, 2025.

**Do I have to get my prescriptions filled at CVS?**

No, you are not required to use CVS pharmacy. CVS has over 53,000 in-network pharmacies. You can use Walgreens, Sam's Club, Costco, Target, Super Saver, HyVee, as well as other small neighborhood pharmacies.

**How do I contact CVS?**

Both the City and County have dedicated member services numbers:

- *City of Lincoln:* 833-268-1309
- *Lancaster County:* 833-269-9412