Patient ID Finder is an online application that allows providers to obtain a Blue Cross and Blue Shield of Illinois (BCBSIL) patient insurance ID number and group number by entering patient-specific data elements, making it easier to obtain the needed patient information for your records.

This application is available for commercial, Federal Employee Program® (FEP®), on and off exchange plans, Medicare Advantage, and Illinois Medicaid members.
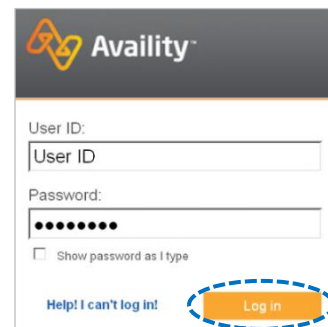
Important Information:

The Patient ID Finder ***does not*** reflect the patient's eligibility or benefits. Refer to the Eligibility and Benefits User Guide for assistance with obtaining real-time eligibility and benefits via Availity.

Not yet registered with Availity? Visit Availity and complete the online registration today, at no cost.
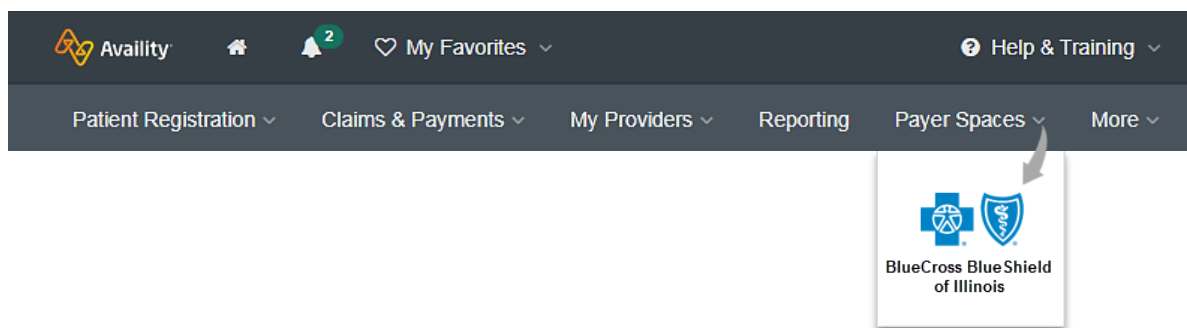
1) Getting Started

- ▶ Go to Availity
- ▶ Select **Availity Portal Login**
- ▶ Enter User ID and Password
- ▶ Select **Log in**

Note: Only registered Availity users can access Patient ID Finder.
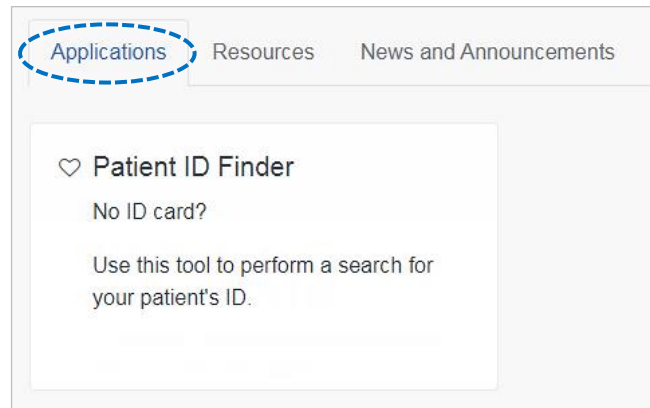

2) Accessing Patient ID Finder

- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of Illinois**

2) Accessing Patient ID Finder *(continued)*

▶ In the BCBSIL Payer Spaces section, select the **Applications** tab

▶ Next, select **Patient ID Finder**

Note: Contact your Availity administrator if the Patient ID Finder is not listed in Applications.

| Applications | Resources | News and Announcements |

♡ Patient ID Finder

No ID card?

Use this tool to perform a search for your patient's ID.

3) Searching for a Patient ID

Complete the following fields:

▶ Select **State**
  ▶ *select the state where the patient's insurance policy resides*

▶ Select **Payer**
  ▶ *choose **BCBSIL** for commercial patients*
  ▶ *choose **BCBSIL – Medicare Advantage/Medicaid** for government program patients*

▶ Enter patient **First Name**

▶ Enter patient **Last Name**

▶ Select **Policy Type**

▶ Enter **Date of Birth**

▶ Enter **Last Four of SSN** *– not required for Medicare Advantage/Medicaid patients*

▶ Enter **ZIP Code**

▶ Select **Lookup Member**

The following fields pertain to patient information unless otherwise indicated. All fields are required.

State

Illinois

Payer

BCBSIL

First Name

Jane

Last Name

Doe

Policy Type

Health

Date of Birth

01/01/2020

Last Four of SSN

9999

ZIP Code

12345

Lookup Member

3) Search Results

Search results return the following BCBSIL membership information:

▶ **First Name**

▶ **Last Name**

▶ **Subscriber ID**

▶ **Date of Birth**

▶ **Group Number**

▶ **State**

▶ **Policy Type**

▶ **Zip Code**

▶ **SSN** – *not applicable for Medicare Advantage/Medicaid patients*

Patient ID Finder

BlueCross BlueShield of Illinois

Membership Information

FIRST NAME	JOHN
LAST NAME	DOE
SUBSCRIBER ID	ABC123456789
DATE OF BIRTH	2020-01-01
GROUP NUMBER	123456
STATE	Illinois
POLICY TYPE	HEALTH
ZIP CODE	123456-0000
SSN	***-**-9999

Go Back

Note: Use of this tool does not reflect the patient's eligibility. Please use the eligibility and benefit transaction to confirm active coverage.

Quick Tip:

→ *As a reminder, refer to the Eligibility and Benefits user guide for assistance with obtaining real-time eligibility and benefits via Availity.*