First Impressions
Use our helping hands before you get your ID card

Thank you for choosing Anthem Blue Cross!

First Impressions Customer Service is available to help you find a network provider and answer your benefit questions, even prior to your plan’s effective date. If you need to use your benefits after your plan’s effective date or before you receive an ID card, please contact us at:

(888) 831-2238
Monday thru Friday
8:00 am – 4:15 pm (PST)

<table>
<thead>
<tr>
<th>Need to see a Doctor or other medical services?</th>
<th>Need to fill a Prescription?</th>
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<tbody>
<tr>
<td>1. Call First Impressions to get registered so Providers can confirm your eligibility while we process your enrollment application.</td>
<td>1. Call First Impressions to get set up while we process your enrollment application.</td>
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<tr>
<td>2. Please announce that you are calling for First Impressions. Be prepared to provide your Employers Name; your name, date of birth, phone number, Social Security number, address, coverage (HSA). The employee’s SSN will be used for all enrolled family members.</td>
<td>2. For prescriptions, you must call First Impressions at least FOUR (4) hours before you go to the pharmacy.</td>
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<td>3. After you contact First Impressions to confirm your coverage selection, your doctor can call First Impressions to verify your eligibility, copays, benefits, or request for pre-authorization of certain services.</td>
<td>3. Provide the First Impressions representative with the date and time you wish to pick up your prescription.</td>
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<td>4. Complete the information card below with your information and the information provided by First Impressions. You can give this card to your provider to make accessing care simple.</td>
<td>4. If you wish to pick up a prescription over the weekend, please contact First Impressions no later than 11:00am (PST) Friday to ensure your request is processed.</td>
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No Need to call First Impressions if you or your family members:

☑ Do not have a scheduled Doctor appointment
☑ Do not need to obtain a prescription immediately
☑ Do not have benefit questions
☑ Simply wait the short period of time until your ID cards arrive

Employee Name: ____________________________
Employee SS# (Temp ID) ____________________________
Employer Name: Media Services
Group Number: 276889

Express Scripts Pharmacy:
BIN: 003858 PCN: A4 Group#: WLHA