



P.O. Box 3248
Omaha, Nebraska 68180-0001
nebraskablue.com

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Dear City of Lincoln Employee:

You recently received your new Blue Cross and Blue Shield of Nebraska member identification card (ID card). Unfortunately, that card may show incorrect copays for your plan.

We want to assure you that your copays are the same as what was shown in your enrollment material. And, correcting this situation is our top priority. You will soon receive a corrected ID card. When you receive that card, please destroy your current card and start using your new card right away.

You may use your current card until you receive your new one. Just inform your provider that the copay may be incorrectly shown. Your provider may contact us to confirm your correct copay.

Blue Cross and Blue Shield of Nebraska values our members and wants to provide you with the very best service possible. We sincerely apologize for this error and for any inconvenience it may have caused. If you have any questions, please call our Member Services Department at the phone number shown on the back of your ID card.

Sincerely,

BLUE CROSS AND BLUE SHIELD OF NEBRASKA