

UK Student ARC Online Guide

How to obtain your Medical and Pharmacy ID Card

Create an account at www.arcsvs.com and select "Create New Account". You will be directed to this screen to answer personal information:

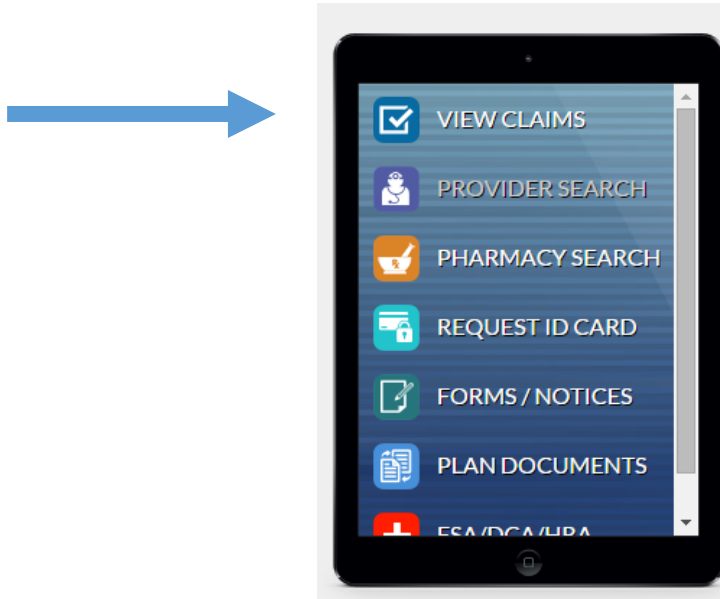
The screenshot shows the "New Member Registration" page. At the top left is the ARC Administrators logo. At the top right is the contact information: "Contact Us 877.309.2955". Below this is a navigation bar with "ABOUT ARC", "SERVICES", "PRODUCTS", and "CONTACT US", and the "LiveHealth ONLINE" logo. The main heading is "New Member Registration". Below the heading is a paragraph of text: "If your company uses ARC Administrators to manage your benefits, you can create an account to view and manage your benefits information. If you have problems registering, contact ARC Administrators at 859-721-0799." Below this is another paragraph: "Please provide the following information so that we can verify your identity. You can provide a SSN, Last Name, and Zip Code or a Student / Member ID and Date of Birth." There are two sets of input fields. The first set includes "SSN", "Last Name", and "Zip Code". The second set includes "Student / Member ID" and "Date of Birth" (with a placeholder "mm/dd/yyyy"). A blue arrow points to the "Date of Birth" field. Below the input fields is a blue button labeled "VALIDATE INFORMATION". At the bottom of the page is the copyright notice: "© 2015 ARC ADMINISTRATORS, ALL RIGHTS RESERVED".

Once your account is created, you are able to view and print your ID card by selecting "ID CARD" from the menu:

The screenshot shows the member profile page. At the top is a navigation bar with "MEMBER", "COVERAGE & ACCOUNTS", "DEPENDENTS", "DOCUMENTS", "ID CARD", and "EDIT". A blue arrow points to the "ID CARD" menu option. Below the navigation bar is the member profile information. On the left, it shows the Anthem BlueCross BlueShield logo and the member name "TEST USER". The plan name is "Blue View Vision ®". Below this is the member ID. On the right, it shows the Anthem logo and the member name "anthem.com". Below this is the provider locator information: "Provider Locator: 1-800-810-BLUE", "Provider: 1-800-878-BLUE", "Eligibility/Benefits: ARC Administrators Member Services*: 1-877-309-2955", "ARC Administrators Member Services*: 1-877-309-2955", "Pre-determination*: 1-844-820-8308", "Express Scripts (Members): 1-800-922-1557", "Express Scripts (Pharmacist Only)*: 1-800-848-7738", "Lab Card*: 1-800-848-7738". Below this is the disclaimer: "*Contracts directly with group". At the bottom of the page is a blue button labeled "PRINT ID CARD".

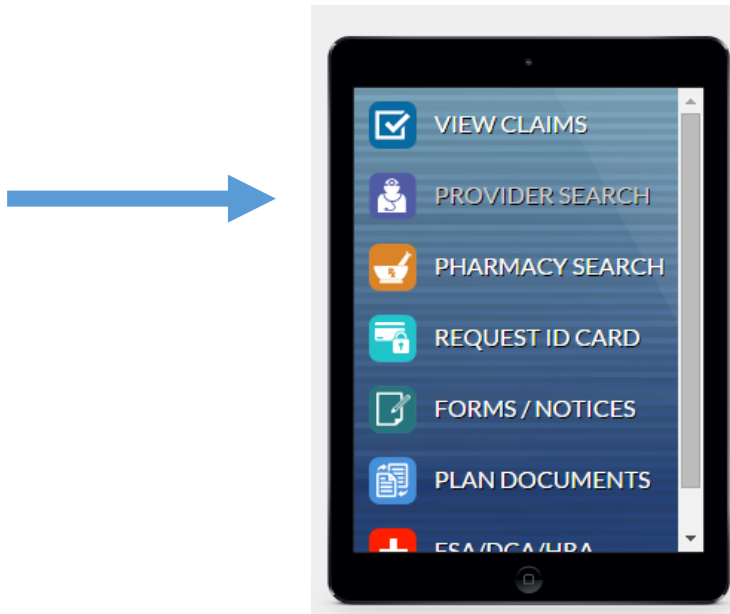
How to View your Medical Claims and EOBs online

To view claims and EOBs, select “VIEW CLAIMS” from the tablet:

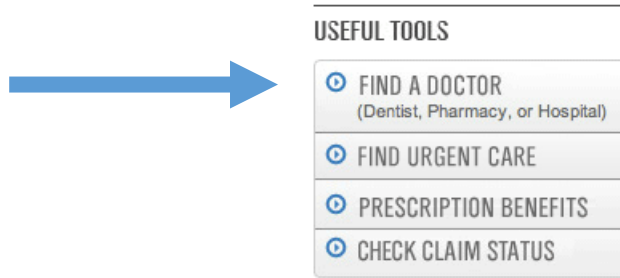


Provider Network:

To search participating providers, select “PROVIDER SEARCH” from the tablet. This will direct you to Anthem.com where you can search network doctors in your area.



Once on Anthem.com, select "FIND A DOCTOR":



To insure all providers are in your network, enter your UKY prefix in this section:

Find a Doctor [Encontrar un doctor](#)

Find a doctor, hospital, dentist, pharmacy and more. You'll get the most from your insurance plan (and save money), if you choose a doctor or hospital in your network.



Search as a Member

Log in or use your Anthem ID card to make sure you find a doctor or hospital in your network, which will help keep your costs down.

Username:

Password:

OR

Identification number or alpha prefix (first three letters): ?

Continue



Search as a Guest

Each of our plans has its own network of doctors and hospitals. We can help you find a doctor or hospital in the correct network for you.

Continue

[Search by Selecting a Plan or Network](#)

[Search All Plans and Networks](#)

Select your search criteria and click "Search"

All fields are required unless labeled optional

Find a Doctor [Encontrar un doctor](#)

I want to search using the first three letters of my identification number:

UKY [Select a plan/network](#) [?](#)

I'm looking for a:

Doctor/Medical Professional [▼](#)

Whose name is: (optional)

Enter name

Who specializes in:

Family/General Practice, Internal Med [▼](#)

[Show specialty details](#)

Located near:

40507

Within a distance of:

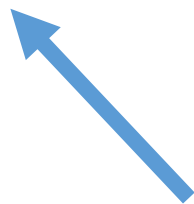
10 miles [▼](#)

Who is: (optional)

- Accepting New Patients [?](#)
- Able to serve as Primary Care Physician (PCP) [?](#)

[Show more options](#)

Search



ARC Administrators

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UK Member Services: 855-214-8287