

Patient ID Finder is an online application that allows providers to obtain a Blue Cross and Blue Shield of New Mexico (BCBSNM) 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 New Mexico 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

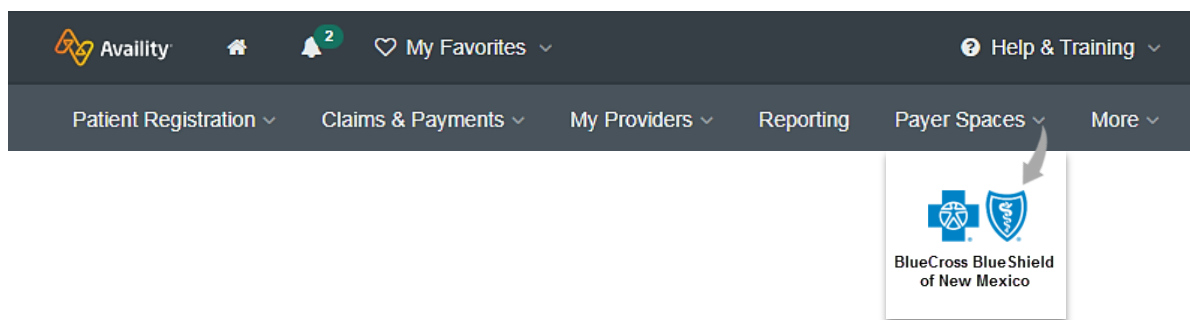
- ▶ Go to [Availity](#)
- ▶ Select **Availity Portal Login**
- ▶ Enter User ID and Password
- ▶ Select **Log in**

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



## 2) Accessing Patient ID Finder

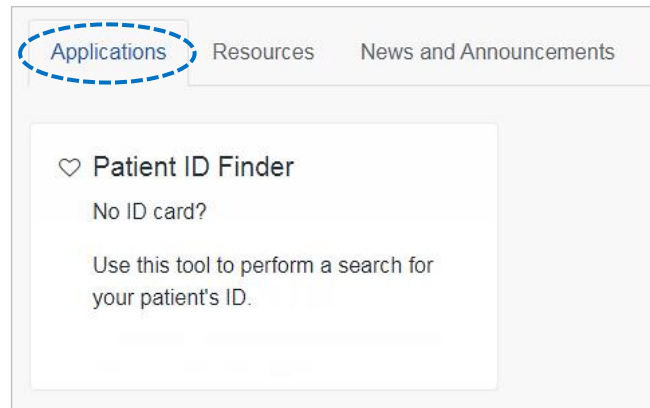
- ▶ Select **Payer Spaces** from the navigation menu
- ▶ Select **Blue Cross and Blue Shield of New Mexico**



## 2) Accessing Patient ID Finder (continued)

- ▶ In the BCBSNM 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**.



## 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 **BCBSNM** for commercial patients*
  - ▶ *choose **BCBSNM – 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  
New Mexico

Payer  
BCBSNM

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 BCBSNM 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 New Mexico**

Membership Information

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

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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.

**Have questions or need additional education?** Email the [Provider Education Consultants](#).

*Be sure to include your name, direct contact information & Tax ID or billing NPI.*

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have any questions, please call the number on the member's ID card.

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSNM. BCBSNM makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

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