

UNDERSTANDING YOUR ID CARD

ENROLLED IN INDIVIDUAL & FAMILY PLANS



YOUR ID CARD CONTAINS IMPORTANT INFORMATION

Doctors, pharmacists and other providers need this information to serve you and correctly bill Medica for services you receive. Be sure to carry it with you at all times because you'll need it when you:

- Visit a clinic, hospital or pharmacy
- Require emergency care
- Need to call Customer Service or 24 hour nurse line

ID number. This ID number, assigned by Medica, is unique to your policy.

Covered members. Each family member covered under the plan is listed under the subscriber's name. The subscriber is the person with primary responsibility for the coverage.

Care type. The name of your Medica plan and network.

Claims. Use this address to submit paper claims (used mostly by providers).

MEDICA

Payer ID: 12422
ID: 1234567891 **Group/Policy:** IFB

Name:
John Samplemember 00
Dependents:
Jane Samplemember 01
Joe Samplemember 02

Rx BIN: 004336
Rx PCN: ADV
Rx GROUP: RX0297

Care Type: Medica Plan Name
SVC Type: Medical

For benefits, use a network provider

Member ID number. This two-digit number is used with your ID number to identify a specific member (for example, John Samplemember's unique member ID number is 123456789100).

Pharmacy information. Your pharmacy will use this information to submit your claims.

The Front of Your Card

Members - medica.com/IndividualLogin **Benefits Effective:** 00/00/00

Claims: Medica
P.O. Box 981647
El Paso, TX, 79998-1647
Medica Customer Service: 888-592-8211
TTY: 711
Pharmacists: 800-364-6331
Providers: 800-458-5512 or medica.com
Health Advocate Nurseline: 866-668-6548

Outside your service area, contact 800-678-7427 or multiplan.com



Customer Service phone number. Call this number when you have questions about your plan.

Nurse line phone number. Call this number for 24 hour advice from a registered nurse.

PHCS logo. This logo will appear on your card if your plan provides out-of-area coverage through another network. It tells providers you have access to a nationwide network.

The Back of Your Card

Note: Your actual ID card may look different than the card shown above.

USE YOUR ID CARD TO REGISTER FOR YOUR MEMBER SITE

You'll need information found on your Medica ID card to register for your secure member site on medica.com/IndividualLogin. When registering, provide the information exactly as it appears on your Medica ID card.

Your secure member site is your one-stop resource for the information you need to manage your health plan benefits and help improve your health. It takes just a few minutes to register for the site. Register and you can:

- » View your ID card
- » See what's covered by your plan, including important plan documents
- » Track your plan balances, such as your deductible and out-of-pocket maximum
- » Track your claims and explanations of benefits (EOBs)
- » Look up prices for prescriptions
- » Wellness tools and support
- » Check to see if a doctor or other health care provider is in your plan's network
- » Pay your premium

KEEP IN MIND

Have your ID card handy when you call Customer Service.

If you need extra ID cards, log in to your secure member site on medica.com/IndividualLogin where you can order additional cards or print a temporary ID card.

If you renew your coverage with Medica and your plan changes, you'll receive a new ID card.



Have a question?

Call Customer Service at the number on the back of your Medica ID card.

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Medica complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

If you want free help translating this information, call the number included in this document or on the back of your Medica ID card.

Si desea asistencia gratuita para traducir esta información, llame al número que figura en este documento o en la parte posterior de su tarjeta de identificación de Medica.

Yog koj xav tau kev pab dawb kom txhais daim ntawv no, hu rau tus xov tooj nyob hauv daim ntawv no los yog nyob nraum qab ntawm koj daim npav Medica ID.

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