

Understanding Your ID Card

Your member ID card includes useful information about your plan for both you and your providers. Always carry your member ID card with you and remember to present it to your healthcare providers during visits.

Your member ID number and group information points to: **ABC COMPANY**, ID# **HHZ010000**, Group **Z01**

Covered members under your plan points to: SMITH: THOMAS, NICOLE; WILLIAM, SAMANTHA, TYLER

Prescription Plan Information points to: **Medical Copays** table

Preventive	\$\$
Office Visit	\$\$
Specialist	\$\$

Your prescription benefit information will appear here if you have a joint medical and prescription benefit card

If your plan includes copayments, they may appear here points to the Medical Copays table

Your provider network points to the Harvard Pilgrim HealthCare logo

Contact HPI Customer Service if you have any questions points to the **Members** section

Contact and claim submission information for your providers points to the **Providers** section

Look here for your pharmacy benefit plan contact information points to the **Pharmacy** section

If your plan includes additional networks, their logos will appear here points to the **Network Access** section

Visit us online header for the bottom section.

Members
For Questions or to Precertify Services: Call 000-000-0000
Failure to precertify may result in a benefit reduction.
Find a provider online or call Health Plans Member Services.

Network Access
This area includes a description of how you may access your network.

Pharmacy
For questions about your pharmacy benefit, call: Rx Benefits: 000-000-0000
Members: 000-000-0000
Pharmacists: 000-000-0000

Providers
This area includes information for your providers about where they can submit claims in the area network.

This section includes information for your providers about where they can submit claims outside the area network.

Need a new member ID card?

Download a mobile card, print a temporary copy, or request a new one on your desktop or mobile device.



Have questions? Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.

