Using Your Benefits ID Card

Your Benefits ID card may look different from other cards you've had, but it has all the information you'll need about your plan.

Your card includes the contact information for your member support team. We handle it all.

- Answer questions about your benefits
- Direct you to the right medical provider
- Help you with a claim or bill

When you go to a healthcare provider for care, there are a few "rules of the road."

- At check-in or registration, provide your Benefits ID Card.
- If they have questions, tell them to call the provider phone number on the card.
- If they indicate that they don't accept your insurance, encourage them to call the provider phone number to verify your eligibility for benefits.
- At any time, if you are asked to pay more than your copay or deductible (if applicable) up front, immediately call us to speak to someone who will work to resolve the issue.

If a provider indicates they don't accept your health plan, please call us at the number on your Benefits ID card.

We'll get the details of your request and speak to providers on your behalf. We can also help you find the best options for care, which might include coordinating with your current provider or locating another provider.

We are here to help you make the most of your health plan.

We're here for you with expert service and support.

Call the number on your Benefits ID card.
Hours: Mon-Thurs: 7am-9pm CST Friday: 7am-7pm CST

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