

# 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**  
Preventive \$\$  
Office Visit \$\$  
Specialist \$\$

**Your prescription benefit information will appear here if you have a joint medical and prescription benefit card** points to the Prescription Plan Information box.

**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** is the header for the bottom section.

Members	Network Access	Pharmacy
<b>For Questions or to Recertify Services:</b> Call 000-000-0000 Failure to recertify may result in a benefit reduction. <b>Find a provider</b> online or call Health Plans Member Services.	This area includes a description of how you may access your network.	<b>For questions about your pharmacy benefit, call:</b> Rx Benefits: 000-000-0000 Members: 000-000-0000 Pharmacists: 000-000-0000
<b>Providers</b> 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.

