

# 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.

The diagram shows a member ID card with the following sections and callouts:

- ABC COMPANY**
- ID# HHZ010000** (Callout: Your member ID number and group information)
- Group Z01**
- SMITH: THOMAS, NICOLE**
- WILLIAM, SAMANTHA, TYLER** (Callout: Covered members under your plan)
- Prescription Plan Information** (Callout: Your prescription benefit information will appear here if you have a joint medical and prescription benefit card)
- Medical Copays**

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

 (Callout: If your plan includes copayments, they may appear here)
- hpi | Health Plans, Inc.**
- Harvard Pilgrim HealthCare** (Callout: Your provider network)

**Visit us online**

Members	Network Access	Pharmacy
<b>For Questions or to Precertify Services:</b> Call 000-000-0000 Failure to precertify 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: 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.	

Callouts for the bottom section:

- Contact HPI Customer Service if you have any questions (points to Members section)
- Contact and claim submission information for your providers (points to Providers section)
- Look here for your pharmacy benefit plan contact information (points to Pharmacy section)
- If your plan includes additional networks, their logos will appear here (points to the bottom right of the card)

## 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.

