

# 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 sample member ID card with callouts pointing to specific information:

- Second Payor to Medicare:** Includes logos for **CHA Cambridge Health Alliance** and **MedImpact**. Callout: "You have a joint medical and prescription benefit card".
- Medicare Supplement Plan:** ID# **HHAE60000**. Callout: "Your member ID number and group information".
- Group:** **AE6**.
- Covered members:** **SMITH: THOMAS, NICOLE** and **WILLIAM, SAMANTHA, TYLER**. Callout: "Covered members under your plan".
- Medical plan administrator:** **hpi | Health Plans, Inc.**. Callout: "Medical plan administrator HPI".
- 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 HPI Member Services." Callout: "HPI Customer Service contact information".
- Providers:** "This area includes information for your providers about where they can verify coverage and benefits, and where to submit claims." Callout: "Contact and claim submission information for your providers".
- Pharmacy:** "For questions about your pharmacy benefit, call: Rx Benefits: Members: 000-000-0000 Pharmacists: 000-000-0000". Callout: "Pharmacy benefit plan contact information".
- Visit us online:** "This area includes a description of how you may access your network."

Please note, your actual card may differ slightly from the sample card above.

## 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.

