

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 the following sections and callouts:

- Top Left:** Callout: "Your plan name appears here" points to the **CHA PLAN NAME** section.
- Top Right:** Callout: "You have a joint medical and prescription benefit card" points to the **MedImpact** logo.
- Middle Left:** Callout: "Your member ID number and group information" points to the **ID# HHA60000** and **Group AE6** sections.
- Middle Right:** Callout: "Your plan copayment amounts appear here" points to the **Medical Copays** table.
- Bottom Left:** Callout: "Covered members under your plan" points to the **SMITH: THOMAS, NICOLE WILLIAM, SAMANTHA, TYLER** section.
- Bottom Center:** Callout: "Medical plan administrator HPI" points to the **hpi | Health Plans, Inc.** logo.
- Bottom Right:** Callout: "Your provider network" points to the **UnitedHealthcare** logo.
- Bottom Section:** Callout: "HPI Customer Service contact information" points to the **Members** section.
- Bottom Section:** Callout: "Contact and claim submission information for your providers" points to the **Providers** section.
- Bottom Section:** Callout: "Pharmacy benefit plan contact information" points to the **Pharmacy** section.
- Bottom Section:** Callout: "The logos for your networks outside of your area appear here" points to the **UnitedHealthcare Options PPO Network**, **MultiPlan**, and **Harvard Pilgrim HealthCare** logos.

Medical Copays	
Office Visit	\$\$
ER	\$\$

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

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

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

Providers
This area includes information for your providers about where they can submit claims inside New England.
This area includes information for your providers about where they can submit claims outside of New England.

UnitedHealthcare Options PPO Network
MultiPlan Complementary network
Harvard Pilgrim HealthCare

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.

