

# 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 callouts:

- Your plan name appears here:** Points to the **CHA PLAN NAME** field.
- Your member ID number and group information:** Points to the **ID# HHA60000** and **Group AE6** fields.
- Covered members under your plan:** Points to the list of names: **SMITH: THOMAS, NICOLE WILLIAM, SAMANTHA, TYLER**.
- Medical plan administrator HPI:** Points to the **hpi | Health Plans, Inc.** logo.
- You have a joint medical and prescription benefit card:** Points to the **MediImpact** logo.
- Your plan copayment amounts appear here:** Points to the **Medical Copays** table:
 

Medical Copays	
Office Visit	\$\$
ER	\$\$
- Your provider network:** Points to the **Harvard Pilgrim HealthCare** logo.

The bottom section of the card is titled **Visit us online** and contains:

- 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. Includes the **PHCS** logo.
- 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. Includes the **UnitedHealthcare Options PPO Network** logo.

Additional callouts for the bottom section:

- HPI Customer Service contact information:** Points to the **Members** section.
- Contact and claim submission information for your providers:** Points to the **Providers** section.
- Pharmacy benefit plan contact information:** Points to the **Pharmacy** section.
- The logo for your network outside of New England appears here:** Points to the **UnitedHealthcare Options PPO Network** logo.

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.

