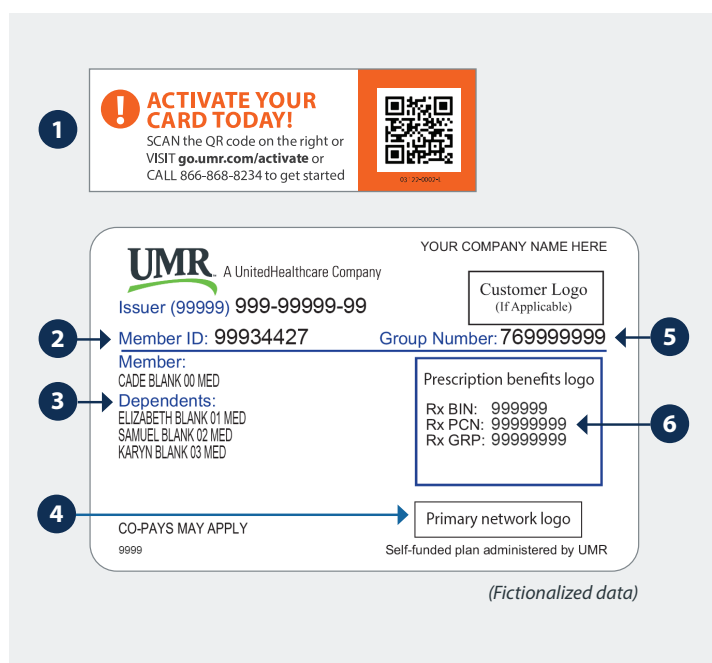


Understanding and using your new ID card

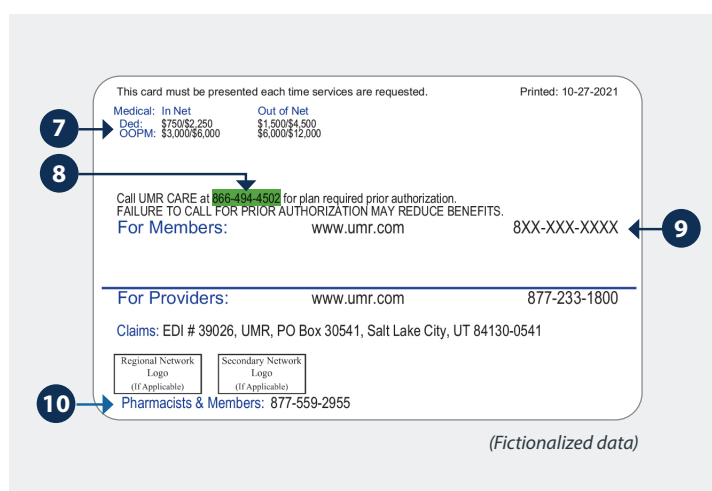
Activate your ID card and find out how to read important information about your health plan. Below is a sample of what you might see. Each plan is different.



- 1. Activation sticker:** You will see this sticker when you receive your new ID card. Scan the code or call the number on the sticker to activate.
- 2. Member ID:** The number assigned specifically to you to track all of your benefits and claims information.
- 3. Dependents:** A list of the family members who are covered under your plan.
- 4. PPO:** Your medical provider network, also referred to as your preferred provider organization (PPO). Going to doctors, clinics and hospitals in your network will save you money.
- 5. Group number:** The number assigned to identify your group health plan.
- 6. Rx numbers:** Information about your prescription drug plan. Pharmacists use this to process your claims.

More on the back

Look for contact information and more on the back of your ID card.



- 7. Plan details:** Your in-network (In-Net) and out-of-network (Out of Net) medical individual and family deductibles (Ded) and out-of-pocket maximums (OOPM) information.
- 8. UMR Care number:** Call this number only when you need medical services and your plan requires prior authorization for those services.
- 9. Customer service number:** This is your main number to call for questions about claims or benefits.
- 10. Pharmacy benefits number:** Call this number when you have questions about pharmacy benefits.