

Members with insurance through your employer

Your member ID number and group number allow healthcare providers to verify your coverage and file claims for health care services. These numbers also help UnitedHealthcare advocates answer questions about your benefits and claims.

The front of the member ID card features the UnitedHealthcare logo at the top left. Below it, the Health Plan (80840) and phone number (911-87726-04) are listed. The Member ID (123456789) and Group Number (98765) are prominently displayed. The card lists the member as SUBSCRIBER SMITH and includes dependents: SPOUSE SMITH, CHILD1 SMITH, CHILD2 SMITH, and CHILD3 SMITH. It also shows the Payer ID (87726) and a box for OptumRx information: Rx Bin: 610279, Rx PCN: 9999, and Rx Grp: UHEALTH. Copays are listed as Office: \$25, ER: \$300, UrgCare: \$150, and Spec: \$30. The card is identified as UnitedHealthcare Choice Plus, administered by an appropriate legal entity, with the number 0508 at the bottom.

The back of the member ID card is titled "Printed: 03/27/20" in the top right corner. It provides contact information for members, providers, and pharmacists. The members' contact info includes the website (myuhc.com) and phone number (888-555-4444). Providers' contact info includes the phone number (877-842-3210 or UHCprovider.com) and medical claims address (PO Box 740800, Atlanta GA 30374-0800). Pharmacists' contact info includes the phone number (888-290-5416) and pharmacy claims address (OptumRx PO Box 650540 Dallas, TX 75265-0540).

- **Member ID number:** A unique member ID number that links to your specific health insurance benefits and coverage.
- **Group number:** This number is unique to your company and is the same for all employees who participate in the insurance plan.
- **Member/dependents:** Your name (if you're the policyholder) and other family members covered under your health plan.
- **PCP:** Primary Care Provider. Some plans require members to choose a primary care provider (PCP). If required, your PCP will be listed on your member ID card. A PCP is your main point of contact for most health issues or concerns. It can be a licensed physician, nurse practitioner, clinical nurse specialist or physician assistant.
- **Copay:** If your plan has copays, the copay for certain services may be listed on your member ID card. Your copay is the fixed amount you pay for certain covered health care services. It is usually paid when you receive the service.
- **Your network:** Before selecting a primary care provider (PCP), check that they are in your plan network. You can call the service number on your member ID card, or [sign in to your health plan account](#) and search the [provider directory](#).
- **Referrals required:** If this appears on your card, check your benefit plan documents to see which services may require a referral (or recommendation) from your PCP for medical care beyond what your PCP can provide.
- **Pharmacy benefits:** If your plan includes pharmacy benefits from OptumRx®, your member ID card lists the numbers your pharmacy will need to verify your insurance coverage when filling prescriptions.

The back of your member ID card includes contact information for providers and pharmacists to submit claims. It also includes the member website and health plan phone number, where you can check benefits, view claims,

find a doctor, ask questions and more.

AARP® Medicare Advantage from UnitedHealthcare members

A member ID number and group number allow healthcare providers to verify your coverage and file insurance claims for health care services. It also helps UnitedHealthcare advocates answer questions about benefits and claims.

AARP Medicare Advantage
from UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: **999999999-00** Group Number: **XXXXX**

Member:
MEMBER SAMPLE [UHC Dental Benefits]

Payer ID: **xxxxx**

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: **(999) 999-9999**

Copay: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage (PPO)
Medicare limiting charges apply.

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/xx/xxxx

For Members

Website: www.MEMBERURL.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711
[Dental: 1-999-999-9999 TTY 711]

For Providers www.PROVIDERURL.com 1-999-999-9999
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers: www.DENTALURL.com 1-999-999-9999]

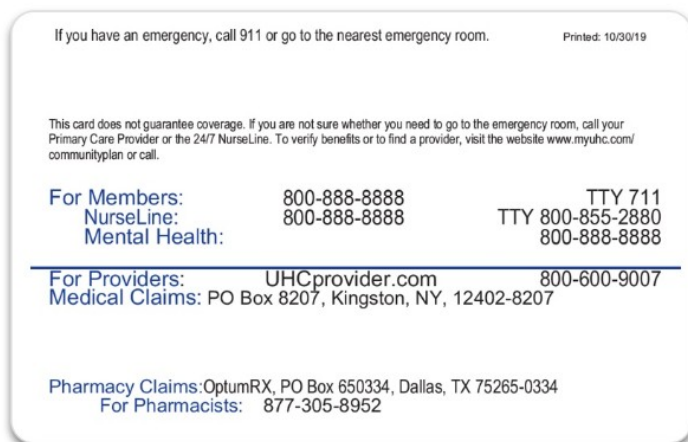
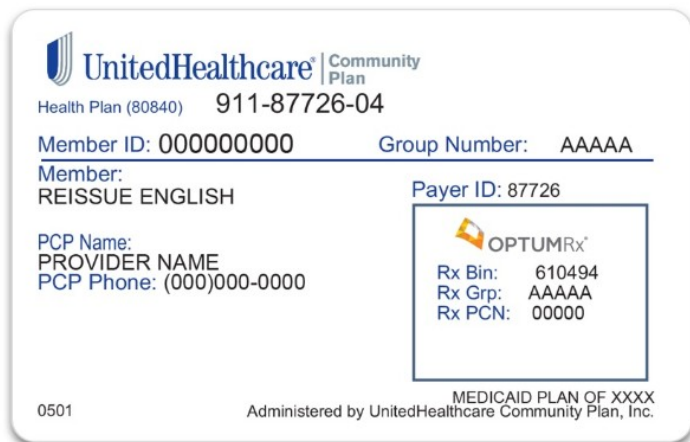
For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999

- **Member ID number:** Each member has a unique member ID number linked to their specific health insurance benefits and coverage.
- **Group number:** This number is the same for everyone who participates in that insurance plan.
- **Member:** Your name
- **PCP name:** Primary Care Provider. Some plans require members to choose a primary care provider (PCP). If required, your PCP will be listed on your member ID card. A PCP is your main point of contact for most health problems or concerns. It can be a licensed physician, nurse practitioner, clinical nurse specialist or physician assistant.
- **PCP phone number:** Phone number for you to easily call your primary care provider.
- **Copay:** If your plan has copays, the copay for certain services may be listed on your member ID card. Your copay is the fixed amount you pay for covered health care services. It is usually paid when you receive the service.
- **Pharmacy Benefits:** If your plan includes prescription drug coverage, your pharmacy will need to see your member ID card to verify your insurance coverage when filling prescriptions.
- **Medicare limiting charges apply:** When doctors don't accept Medicare but haven't opted out entirely, the most they can charge is 15% over what Medicare will pay for that service (in addition to out-of-pocket costs). Limiting charges do not apply to medical equipment or supplies.

The back of the member ID card includes the member website and phone numbers to connect with customer service, speak with a nurse and discuss behavioral health. It also includes contact information for providers and pharmacists to submit insurance claims.

UnitedHealthcare Community Plan members

A member ID number and group number let healthcare providers verify your coverage and file claims for health care services. It also helps UnitedHealthcare advocates answer your questions if you call about benefits and claims.



- **Member ID number:** Each policy holder has a unique member ID number that links to your specific health insurance benefits and coverage. For some members, a unique State ID may also be present on the member ID card.
- **Group number:** This number is the same for everyone who participates in that insurance plan.
- **Member:** Your name
- **PCP name:** Primary Care Provider. This is your main point of contact for most health problems or concerns. It can be a licensed physician, nurse practitioner, clinical nurse specialist or physician assistant. Not all member ID cards contain this information.
- **PCP phone number:** Phone number for you to easily call your primary care provider.
- **Pharmacy Benefits:** When your plan includes pharmacy benefits, your pharmacy will need to verify your coverage when filling prescriptions.

The back of the member ID card may include phone numbers to connect with customer service, speak with a nurse and find behavioral health support. It also includes contact information for providers and pharmacists to submit claims.

Preventing medical identity theft

Unfortunately, new health care fraud and abuse schemes are constantly occurring. Thankfully, they are also regularly uncovered. You can help protect yourself and your family by staying informed.

Consider these tips to help safeguard your personal information:

- Treat your member ID card as you would a credit card