

# YOUR HEALTH PLAN ID Card

When you call your doctor's office, one of the first questions they are likely to ask is *"Who is your insurance provider?"*

For people in a traditional, fully-insured health plan, that question may be easy to answer. However, if you have a self-funded plan, it can be more complex.



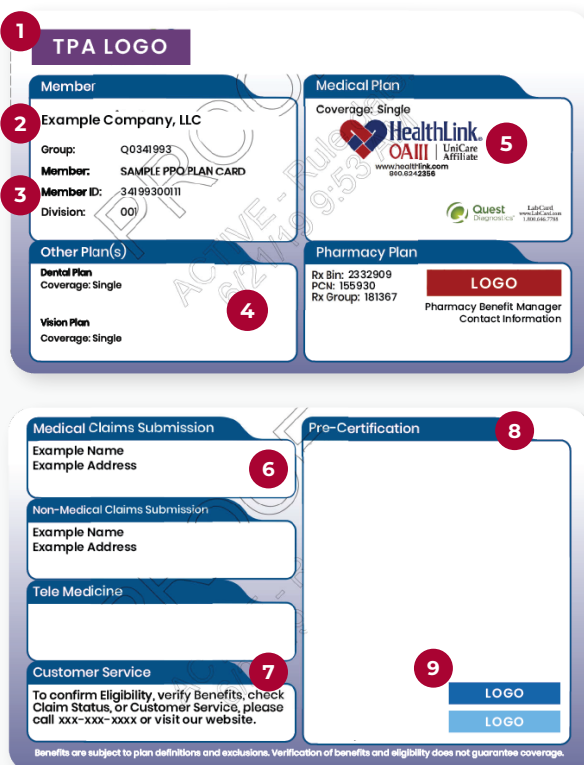
With a self-funded health plan, there are multiple parties involved in the plan:

## The Network

Provides access to a network of doctors and hospitals so you can get medical care. Some plans have more than one network, a primary network and a travel network.

## Third Party Administrator (TPA)

Manages the health plan including claims processing, benefits and other administrative duties.



## Let's take a look at your ID card:

- 1 TPA Name**
- 2 Employer Name**
- 3 Your Member ID Number:** this is the number that will be used to submit your medical claims when you receive services.
- 4 Other Coverage:** your ID card may have additional coverage listed, such as your pharmacy, dental and vision plans.
- 5 Network Name:** If you are asked who your insurance provider is when seeking medical care, you should provide the name of your network.
- 6 Claims Submission Address:** this is the address of the Network, where claims should be submitted.
- 7 Customer Service Information:** details on how to contact Customer Service with questions or concerns.
- 8 Pre-Certification:** if your health plan requires pre-certification of certain services, the information will be listed here.
- 9 Travel Network:** name and contact information for accessing medical care when outside of your Network's service area.

Please note, while not all ID cards will look exactly like this example, it should have the same components. The above ID card is an example and should only be used to help you understand your own member ID card.