



Sample Managed Care Organization (MCO) ID Cards


The new Cardinal Care Managed Care MCO ID cards replace the Medallion 4.0 and Commonwealth Coordinated Care Plus MCO ID cards.



Aetna Better Health® of Virginia



Name
Medicaid/Member ID # **DOB** **Sex**
Language
PCP
PCP Phone **Effective Date**

RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837
Pharmacist Use Only: 1-855-270-2365 

AetnaBetterHealth.com/Virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. VACARD-1

In case of an emergency go to the nearest emergency room or call 911.

Important numbers for members

Member Services	1-800-279-1878 (TTY 711)
Behavioral Health and Substance Use Hotline	1-800-279-1878
24 Hour Nurse Line	1-800-279-1878
Dental	1-888-912-3456
Transportation	1-800-734-0430



Important numbers for providers

Eligibility/Preauthorization:	1-800-279-1878
Radiology Preauthorization:	1-888-693-3211

Submit claims to
Aetna Better Health of Virginia
PO Box 982974
El Paso, TX 79998-2974
EDI Payer 128VA

Submit grievances and appeals to
Aetna Better Health of Virginia
P.O. Box 81139
5801 Postal Road
Cleveland, OH 44181

VACARD-2

JOHN Q SAMPLE

Member ID	123456789	PCP Name	
		PCP Phone	
		Medicaid ID	

Group Number	HKP00200	PCP/Specialist	\$0/\$0
BC/BS Plan	923	Outpatient	\$0
RxBIN:	020107	Inpatient	\$0
RxPCN:	FM	Emergency	\$0
RxGRP:	WQWA	Rx	\$0/\$0

anthem.com/vamedicaid





Member Services: 800-901-0020
Provider Services: 800-901-0020
TTY: 711
24/7 NurseLine: 800-901-0020
Behavioral Health Crisis Line: 844-429-9620
Authorization: 800-901-0020
Dental: 888-912-3456
Transportation Service: 877-892-3988
Pharmacy Member Services: 833-207-3120
Help for Pharmacists: 833-253-4452
*Department of Medical Assistance Services program

HealthKeepers, Inc.
P.O. Box 27401
Mail Drop VA2002-N500
Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Claims Filing Address: Post Office Box 27401
Contractor ID: 0047003253
Richmond, VA 23279

VA21 1/23

Medicaid

Member name: XXXXXXXX	Pharmacy
Preferred language: English	RxBIN: BIN number
Medicaid ID #: 123456789	RxPCN: RXPCN
Subscriber ID #: 123456789	RxGRP: RXGroup
Effective date: xx/xx/xxxx	

In case of emergency, go to the nearest emergency room or call 911

Member numbers
Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:

24/7 Pharmacy Help Line	Provider Services
Behavioral Health Crisis	Rx Prior Authorization
Care Coordination	Transportation
Member Services	

Dental: (888) 912-3456
24/7 Nurse Advice Line: (833) 514-1809


Providers/Hospitals:
For prior authorization, claims, eligibility, and general information, please call Member Services (see above).

Submit claims to:
Medical/Hospital: Molina Healthcare PO Box 22637, Long Beach, CA 90801
Pharmacy: Molina Healthcare 7050 Union Park Center, Suite 200 Midvale, UT 84047

General mailing address:
Molina Healthcare 3829 Gaskins Road Richmond, VA 23233


MolinaHealthcare.com

(Sample MCO ID cards continued)

OptimaHealth 

OPTIMA COMMUNITY CARE

Member Name: <Member Name>
 Member Number: <XXXXXXXX*XX> RxBIN: 003858
 Group Number: <XXX> RxPCN: MA
 Medicaid #: <XXXXXXXXXXXX> RxGRP: OHPMDCD
 PCP Name: <PCP Name>
 PCP Number: <XXX-XXX-XXXX>
 DOB: <XX-XX-XXXX>
 Member Effective Date: <MM/DD/YY>


 Virginia's Medicaid Program


Detailed benefit information at optimahealth.com and our mobile app

Pre-Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.
IN CASE OF AN EMERGENCY: Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care.


Member Services: <i>(Hearing Impaired/Virginia Relay: 711)</i>	1-800-881-2166
Behavioral Health/ARTS Crisis Line:	1-888-946-1168
Transportation:	1-877-892-3986
Provider Services: <i>(Including Pre-Authorization)</i>	1-888-946-1167
24/7 Nurse Advice Line:	1-800-394-2237
Pharmacist Help Desk: <i>(Including Pre-Authorization)</i>	1-844-604-9165
Dental:	1-888-912-3456

Medical Claims P.O. Box 5028 Troy, MI 48007-5028	Behavioral Health Claims P.O. Box 1440 Troy, MI 48099-1440	Optima Health P.O. Box 66189 Virginia Beach, VA 23466
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*Former Virginia Premier members have Optima Health ID cards with the Group Number: VP

 **United Healthcare**
Community Plan


Health Plan (80840) 911-87726-04


Virginia's Medicaid Program

Member ID: 001500001 Group Number: VACCCP

Member:
 NEW M ENGLISH
 Medicaid ID: 9999999991
 PCP Name:
 DOUGLAS GETWELL
 PCP Phone: (717)851-6816

Payer ID: 87726

 **OPTUMRx**

Rx Bin: 610494
 Rx GRP: ACUVA
 Rx PCN: 4900

0501 UnitedHealthcare Community Plan
 Administered by UnitedHealthcare Insurance Company

In case of emergency call 911 or go to nearest emergency room. Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral:	844-752-9434	TTY 711
Dental:	888-912-3456	TTY 711
NurseLine:	800-842-3014	TTY 711
Transportation:	833-215-3884	TTY 711


For Providers: UHCprovider.com 844-284-0146
 Claims: PO Box 5270, Kingston, NY, 12402-5270
 Preauthorization: 844-284-0146

Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
 For Pharmacists: 1-855-873-3493


The new Cardinal Care Managed Care MCO FAMIS cards (below) replace the MCO FAMIS ID cards.



Aetna Better Health® of Virginia



Name
Medicaid/Member ID # **DOB** **Sex**
Language
PCP
PCP Phone **Effective Date**

RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837
 Pharmacist Use Only: 1-855-270-2365 

AetnaBetterHealth.com/Virginia

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Important numbers for members

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Behavioral Health and Substance Use Hotline	1-800-279-1878
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 El Paso, TX 79998-2974
 EDI Payer 128VA

Submit grievances and appeals to
 Aetna Better Health of Virginia
 P.O. Box 81139
 5801 Postal Road
 Cleveland, OH 44181

VACARFA-2




FAMIS



JOHN Q SAMPLE
 Member ID
 123456789

PCP Name
 PCP Phone
 FAMIS ID

Group Number	HKP00200	PCP/Specialist	\$0/\$0
BC/BS Plan	923	Outpatient	\$0
RxBIN:	020107	Inpatient	\$0
RxPCN:	FM	Emergency	\$0
RxGRP:	WQWA	Rx	\$0/\$0



anthem.com/vamedicaid

Member Services:	800-901-0020
Provider Services:	800-901-0020
TTY:	711
24/7 NurseLine:	800-901-0020
Behavioral Health Crisis Line:	844-429-9620
Authorization:	800-901-0020
Dental*:	888-912-3456
Pharmacy Member Services:	833-207-3120
Help for Pharmacists:	833-263-4452



*Department of Medical Assistance Services program

HealthKeepers, Inc.
 P.O. Box 27401
 Mail Drop VA2002-N500
 Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. FAMIS is a program of the Commonwealth, administered by DMAS in partnership with HealthKeepers, Inc.

Claims Filing Address: Contractor ID
 Post Office Box 27401 0047003253
 Richmond, VA 23279

VA23 1/23

Medicaid

Member name: XXXXXXXX
Program name: FAMIS
Preferred language: English
Medicaid ID #: 123456789
Subscriber ID #: 123456789
Effective date: xx/xx/xxxx

Pharmacy
 RxBIN: BIN number
 RxPCN: RXPCN
 RxGRP: RXGRP

In case of emergency, go to the nearest emergency room or call 911

Member numbers
 Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:

24/7 Pharmacy Help Line	Provider Services
Behavioral Health Crisis	Rx Prior Authorization
Care Coordination	Member Services

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24/7 Nurse Advice Line: (833) 514-1809


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General mailing address:
 Molina Healthcare 3829 Gaskins Road Richmond, VA 23233

MolinaHealthcare.com

(sample MCO ID FAMIS cards continued)

OptimaHealth 

OPTIMA COMMUNITY CARE

Member Name: <Member Name>
 Member Number: <XXXXXXXXXX> RxBIN: 003858
 Group Number: <XXX> RxPCN: MA
 Medicaid #: <XXXXXXXXXXXX> RxGRP: OHPMDCD
 PCP Name: <PCP Name>
 PCP Number: <XXX-XXX-XXXX>
 DOB: <XX-XX-XXXX>
 Member Effective Date: <MM/DD/YY>  **CardinalCare**
Virginia's Medicaid Program **FAMIS**


Detailed benefit information at optimahealth.com and our mobile app


Pre-Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.
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Provider Services: <i>(Including Pre-Authorization)</i>	1-888-946-1167
24/7 Nurse Advice Line:	1-800-394-2237
Pharmacist Help Desk: <i>(Including Pre-Authorization)</i>	1-844-604-9165
Dental:	1-888-912-3456

Medical Claims P.O. Box 5028 Troy, MI 48007-5028	Behavioral Health Claims P.O. Box 1440 Troy, MI 48099-1440	Optima Health P.O. Box 66189 Virginia Beach, VA 23466
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*Former Virginia Premier members have Optima Health ID cards with the Group Number: VP


 **United Healthcare**
Community Plan

Health Plan (80840) 911-87726-04  **CardinalCare**
Virginia's Medicaid Program

Member ID: 001500013 Group Number: VAMDN

Member:
NEW M ENGLISH
Medicaid ID: 9999999995
PCP Name: DOUGLAS GETWELL
PCP Phone: (717)851-6816

Payer ID: 87726

 **OPTUMRx**
 Rx Bin: 610494
 Rx GRP: ACUVA
 Rx PCN: 4900

No Copays

0501 UnitedHealthcare Community Plan of Virginia - FAMIS
Administered by UnitedHealthcare of the Mid-Atlantic, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral:	844-752-9434	TTY 711
Dental:	888-912-3456	TTY 711
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