

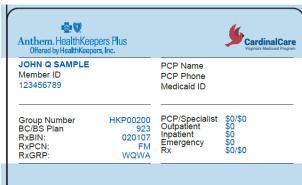


# Sample Managed Care Organization (MCO) ID Cards

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



In case of an emergency go to the nearest emergency room or call 911. Important numbers for members Member Services Behavioral Health and Substance Use Hotline 1-800-279-1878 (TTY 711) 1-800-279-1878 1-800-279-1878 1-888-912-3456 1-800-734-0430 24 Hour Nurse Line Transportation Important numbers for providers Eligibility/Preauthorization: Radiology Preauthorization: 1-800-279-1878 1-888-693-3211 Submit claims to Aetna Better Health of Virginia PO Box 982974 EI 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







MOLINA HEALTHCARE

Medicaid

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

RxBIN: BIN number RxPCN: RXPCN RxGRP: RXGroup

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

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

24/7 Pharmacy Help Line Behavioral Health Crisis **Rx Prior Authorization** Care Coordination 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

## (Sample MCO ID cards continued)



#### **OPTIMA COMMUNITY CARE**

Member Name: <Member Name> Member Number: <XXXXXXXX\*XX> Group Number: <XXX> Medicaid #: <XXXXXXXXXXXXXX

PCP Name: <PCP Name> PCP Number: <XXX-XXX-XXXX> DOB: <XX-XX-XXXX>

0501

Member Effective Date: <MM/DD/YY>

RxBIN: 003858 RxPCN: MA

RxGRP: OHPMDCD CardinalCare

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.

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

Medical Claims P.O. Box 5028 Behavioral Health Claims P.O. Box 66189 P.O. Box 1440 Troy, MI 48007-5028 Troy, MI 48099-1440 Virginia Beach, VA 23466

# \*Former Virginia Premier members have Optima Health ID cards with the Group Number: VP



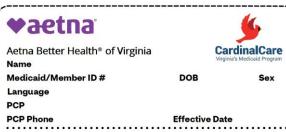
In case of emergency call 911 or go to nearest emergency room. This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time. Member Services/Behavioral:844-752-9434 Dental: 888-912-3456 NurseLine: 800-842-3014 TTY 711 TTY 711 tion: 833-215-3884 UHCprovider.com 84 PO Box 5270, Kingston, NY, 12402-5270 nr: 844-284-0146 Transportation: For Providers:
Claims: P
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.

**♥CVS** caremark

VACARFA-1



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.

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

#### Important numbers for members

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

#### Important numbers for providers

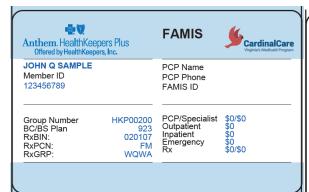
Eligibility/Preauthorization: Radiology Preauthorization:

Submit claims to Aetna Better Health of Virginia PO Box 982974 El Paso, 779998-2974 EDI Payer 128VA

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

1-800-279-1878 1-888-693-3211

VACARFA-2





#### Anthem. HealthKeepers Plus Offered by HealthKeepers, Inc.

Offered by HealthKeepers, Inc.

Members: When sending inquiries, always include your ID number from the front of this card. Possession or use of this card does not guarantee payment. In an emergency, go to the nearest ER or call 911. Pharmacies: For network contracting and claims inquiries, call the pharmacists-only number listed to the right.

Providers: Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the 3-digit prefix that precedes the patient's ID number listed on the front of this card.

### anthem.com/vamedicaid

800-901-0020 800-901-0020 711 800-901-0020 Member Services: 24/7 Nursel ine Behavioral Health Crisis Line: 844-429-9620 Authorization: 800-901-0020 Dental:\* Dental:\* 888-912-3456
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





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: RXGroup

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

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

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

## (sample MCO ID FAMIS cards continued)



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: (Hearing Impaired/Virginia Relay: 711)
 1-800-881-2166

 Behavioral Health/ARTS Crisis Line:
 1-888-946-1168

 Provider Services: (Including Pre-Authorization)
 1-888-946-1167

 24/7 Nurse Advice Line:
 1-800-394-2237

 Pharmacist Help Desk: (Including Pre-Authorization)
 1-844-604-9165

 Dental:
 1-888-912-3456

 Medical Claims
 Behavioral Health Claims
 Optima Health

 P.O. Box 5028
 P.O. Box 1440
 P.O. Box 66189

 Troy, MI 48099-1440
 Virginia Beach, VA 23466

# \*Former Virginia Premier members have Optima Health ID cards with the Group Number: VP



In an emergency go to nearest emergency room or call 911.

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