



UNDERSTANDING YOUR MEMBER ID CARD

When you enroll in a health plan administered by Coeur, you will receive a Member ID Card. This card shows your Member ID number, which is unique to you, along with your employer name, Group ID number and your name. This information is used by healthcare providers to verify your coverage with Coeur and arrange payment for services performed. Your card also shows the name of your <Medical Plan, Medical Benefits, Pharmacy Plan, Claims Submissions, Telemedicine, and Eligibility/Utilization.> To better understand each section of your Member ID Card, review the below explanation and sample ID card. (Please note that your card may look different than the example provided.)

1 Member: This section of your ID card shows the name of your employer and your Group ID number which each identify your employer, along with your Member ID number and your name which each identify you.

2 Medical Plan: This identifies your plan type and medical network.

3 Medical Benefits: Here you'll find your medical coverage, either for you, or both you and your dependents. You will also find the plan name along with payment information regarding common healthcare visits.

4 Pharmacy Plan: This section shows your pharmacy plan and prescription costs. Your RX Bin and Group Number allow the pharmacist to process your prescription. The PCN, or Processor Control Number is a secondary number that is used to route pharmacy claim transactions.

5 Claims Submission: Here, healthcare providers will find the address to submit a claim to once service has been received by you, the member.

1 Member
Coeur
Employer: Company ABC
Group ID: 123
Member ID: 12345678
Member Name: JOHN SMITH

2 Medical Plan
PPO Network
Logo
Out-of-Network providers are reimbursed by the Plan in accordance with terms of the Plan Document and will allow current Medicare rates plus XX% as the Maximum Allowable Charge.

3 Medical Benefits
Medical Coverage: Employee Only
Plan Name: 123A1 RBP Plan
Office & Specialist Copay: X visits @ XX% then deductible & coinsurance
Urgent Care Copay: \$XX
Emergency Room: \$XXX Copay
Preventive Care: XX%
Deductible: \$X,XXX Ind/ \$X,XXX Family
Coinsurance: XX% after deductible

4 Pharmacy Plan
RX Bin: 123
RX Group: 12345678
PCN: ABCDE
Pharmacy Plan
Logo
Pharmacy Help Desk: 1-800-123-4567
www.pharmacywebsite.url
Generic: XX% / \$XX maximum
Formulary Brand Name: XX% / \$XX maximum
Non-Formulary Brand Name: XX% / \$XXX maximum

5 Claims Submission
Submit Medical Claims to:
Claims Submission, Inc.
1234 Central Ave.
City, ST 12345
EDI Payor ID: 123456
Claims Submission
Logo

6 Eligibility/Utilization
General Eligibility/Benefits/Claim Status:
(844) 582-6387 or (210) 981-1220
www.MyCoeur.com

7 Telemedicine
Visit a Doctor over the phone 24/7/365
(123) 456-7890
website.url
Member Copay: \$X
Telemedicine
Logo

6 Eligibility Utilization: If you have a question regarding a claim, eligibility, or benefits, you can contact the number listed in this section or visit www.mycoeur.com.

7 Telemedicine: If you'd like to speak with a board-certified physician over the phone, you can reach them by calling the number listed in this section.

Have a question about your Member ID Card? We're happy to help. Visit MyCoeur.com or call 210.981.1220 today.