



# 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.

**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](http://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](http://MyCoeur.com) today.