How to Read Your Member ID Card

Network:
Plan/geographic area
Product Type:
Plan you purchased and providers you can see

Number to call for claims and insurance questions

Use this number to look up member certificate (plan benefits information) online at **prevea360.com**

Your out-of-pocket copay costs*

For pharmacy use

Member ID Card (front)

PREVEA360 health plan

Network: Prevea360
Group # 12345
Product Type: HMO

Customer Care: 877.230.7555 or TTY 711 · After Hours: 888.277.3832

Member Name	Member #
JOHN DOE	ABC1234
JANE DOE	ABC1234
BOBBY DOE	ABC1234
SUZY DOE	ABC1234

Copays*: PCP: $15 · Specialist: $15 · Urgent Care: $15 · Emergency Room: $150

*Please refer to your Plan Materials for your additional financial responsibility including, but not limited to, deductible, coinsurance, and other out-of-pocket costs.

Form date: 1/1/2015   PCN#:1234   BIN#:12345

prevea360.com

*__Copay:__ Fixed amount when you receive care
__Deductible__: Amount you pay before insurance pays
__Emergency Room Copay:__ Paid if you aren't admitted
(see member certificate for more details)

Go to **prevea360.com** and use your member # to:
- Access your member certificate
- Review details of your health plan

When possible, go to your Primary Care Provider first

Prevea Care After Hours 24-hour Nurse line

Member ID Card (back)

Get the Right Care:

Your primary care physician (PCP) is the appropriate contact person for routine care needs. Your PCP can assist with preventive services, office visits and overall guidance to the right care.

Urgent Care / Emergency Care: If you have serious medical needs, seek care at an urgent care center or emergency room. In life-threatening emergencies, dial 911 or seek immediate medical care.

24-Hour Prevea Care After Hours advice line (available to Wisconsin residents only): For care guidance outside of normal working hours, our 24-Hour Prevea Care After Hours center has registered nurses who can assist with care questions or guide you to the appropriate location for care.

Notify Prevea360 Health Plan for any emergency or out-of-state admissions. If outside of the Prevea360 network area, visit prevea360.com or call 877.230.7555 (TTY users dial 711) for a PHCS Healthy Directions or Multiplan provider. Non-emergent care or routine follow-up care may not be covered outside of the Prevea360 service area.

Providers send claims to: Prevea360 Health Plan
PO Box 56099
Madison, WI 53705   MultiPlan   PHCS

This card is for identification purposes and does not constitute proof of eligibility.

For urgent care or medical emergency

Here When You Need Us

We're just a call or a click away from getting you the information you need.

Go Online
Visit **prevea360.com**

Call Customer Care
(800) 279-1301 (TTY: 711)
Monday through Thursday: 7:30 a.m. to 5:00 p.m.
Friday: 8:00 a.m. to 4:30 p.m.