

GET TO KNOW YOUR MEMBER ID CARD

Understanding your member ID card is important. New members receive their ID cards by mail within 7 to 10 business days of your first premium payment. If needed, you can reprint a temporary copy or order a replacement card through your Member Account. Always bring your ID card with you when you visit a doctor, get lab work, imaging or x-rays, and fill prescriptions. Your providers and pharmacies bill FHCP for the services you use.

YOUR INFORMATION – always check for accuracy

Your Name

Member ID Number - is found on the first line under your name.

Effective Date – the date that your coverage became effective.

Deductible & Max Out of Pocket

Your Deductible is the amount you pay before insurance.

Your Max Out of Pocket is the maximum amount you are responsible to pay for the entire year excluding premiums.

Florida Health Care Plans
An Independent Licensee of the Blue Cross and Blue Shield Association

JANE DOE
Member ID: **FHJ000000**
Effective Date: **XX/XX/XXXX**

Group Name: **XYZ Company**
Group No: **000001**
Plan Code: **H01**

DEDUCTIBLE:
In-Network: **XX,XXX**
Out-of-Network: **XX,XXX**

MAX OUT OF POCKET:
In-Network: **XX,XXX**
Out-of-Network: **XX,XXX**

PRESCRIPTION DRUG PLAN:
Rx ID: **XXXXXX**
Rx Group: **XXXXXXXXXX**
Rx BIN: **XXXXXX**
Rx PCN: **SXC**
Person: **01**

HMO

Group Information

This information is used by your provider to identify your plan information.

Prescription Drug Plan

This information is used by your pharmacy to identify your prescription plan information.

HMO BACK OF CARD

Receiving Care from FHCP Network Providers

Verify your provider is a participating network provider by going to fhcp.com or calling Member Services.

Receiving Care Out-of-State

Verify your provider is a participating Blue Cross Blue Shield Provider by going to fhcp.com or calling Member Services. Claims must be submitted for out-of-state service.

Code

Scan this code to connect to your member account. Create an account by using the 6 digits in your Member ID Number to log in.

Plan members must use FHCP network provider unless:
- They are a member of a Point of Service Plan
- They require emergency care

Out-of-State Providers:
Submit all claims to the Blue Cross and Blue Shield Plan serving your area. To locate a participating provider outside of Florida, call Member Services or visit www.fhcp.com

www.fhcp.com

Member Services: **1-877-615-4022**
TTY: **TRS Relay 711**
Medical Claims: **1-800-352-9824**
Dental Claims: **1-888-223-4892**
Rx Help Desk: **1-888-676-7173**
Premium Payments: **1-877-FHCP-PAY (1-877-342-7729)**

Direct any inquiries, bills, or correspondence to:
Medical: **Florida Health Care Plans**
P.O. Box 10348
Daytona Beach, FL 32120

Dental: **Fla Combined Life**
Dental Claims Dept. P.O. Box 69436
Harrisburg, Pa. 17106-9436

(Dental benefits are for Marketplace/Small Group/Employer groups ONLY)
Possession of this card does not guarantee eligibility for benefits. For verification of benefits, please contact Member Services.

MEDICAL PAYER ID 59322

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Important Contact Information

Member Services
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Dental Claims
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TRIPLE OPTION OR POINT-OF-SERVICE PLANS BACK OF CARD

Receiving Care Out-of-State

Claims must be submitted for out-of-state service.

Certification Requirement:

If admitted to a hospital for in-patient, emergency services, or 23-hour observation services, your provider or, in the case of an out-of-area emergency, you must notify Admission Certification at the number shown. Pre-certification will determine the level of financial responsibility.

Out-of-State Providers: Submit all claims to the Blue Cross and Blue Shield Plan serving your area.

Certification Requirement: This is an Open Access Plan; however, you or your physician should call Admission Certification before accessing the following care:
1. Admission to the hospital for medical or surgical treatment. In an emergency, you should contact FHCP within 48 hours or as soon as medically possible.
2. Outpatient Surgical Care
3. Extended care or skilled nursing facility

Failure to pre-certify will reduce benefits.

Admission Certification: 1-800-729-8349

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HELPFUL TIPS TO KEEPING YOUR INFORMATION SAFE

Keep your ID card confidential and keep it handy for emergency purposes. Only provide your ID information to your doctor or pharmacy. Monitor your claims through your Member Account or by calling Claims Department. Treat your ID card as if it was a credit card. Destroy it when you receive a new card. When you present your card at your doctor or pharmacy, make sure it is returned to you. If you have multiple individuals on your plan, Keep track of these additional cards. Only receive your durable medical equipment through approved FHCP vendors.

