

## NEW MEMBER INFORMATION

### Member Identification Cards and Numbers

Following enrollment, we send identification cards directly to the homes of those employees who have joined our plans or plans administered by us.

If the employee selects a **managed care plan**, we send cards to all enrolled family members. Employees in **other plans** receive cards only for themselves and their spouses. However, if their plan has a prescription drug program with copayments, student dependents, if any, will receive their own identification cards.

We issue our identification numbers using the subscriber's social security number and a three-letter prefix, except for our Medex plans. Most Medex identification numbers consist of a certificate number and a three-letter prefix. Where it is used, the three-letter prefix identifies the type of plan the subscriber has selected.

#### **Please note:**

- If a subscriber does not wish to use his or her Social Security number as the identification number, we will assign an alternative number if the request is made at the time of enrollment.
- The subscriber should write in the Remarks section of the *Enrollment and Change Form* "Do not use my Social Security number as the ID number."
- Please consult your Account Service Representative for more information.

If a member's identification card is lost or stolen, please contact your Account Service Representative to arrange for a replacement card. Or, the member may call his or her Customer Service center directly to arrange for a replacement card.

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*Call Your Account Service Representative for More Information on This Subject*