

**May 13, 2019**

## New ID Card, New ID Number

*Same Benefits, Same Quality of Care, Same Excellent Services.*

As a member of Care N' Care (HMO/PPO), you will soon be receiving in the mail a new member identification (ID) card which will contain a new member ID number. You should expect to receive your new card (pictured below) this week. It is important that you keep this new card with you at all times (and destroy your old one) to show to your doctor, hospital or pharmacist each time you receive services.

Members needing to pick-up prescriptions during this transition can utilize their old Care N' Care card and ID number until the pharmacy systems load the new Care N' Care member ID numbers.

When your new ID card arrives you will have two ID cards, they are black and white. One is for your wallet and one is to keep in a safe place at home along with your red, white and blue Medicare card. New ID numbers start with "CC" followed by seven (7) numerical numbers.

While the look of your card and ID number are changing, everything else remains the same. Same benefits, same quality of care and same excellent service you have come to expect from Care N' Care.

Thank you for your continued membership and for allowing us to be your healthcare partner!

### HMO Sample

<b>care@care</b>		<b>2019 Care N' Care Classic (HMO)</b>	
<b>Member Name:</b>	<b>PCP:</b>	<b>PCP Phone #:</b>	
<b>Member ID:</b> CC000000	Rx Bin#: 012312	Rx PCN#: PartD	
<b>HealthPlan (80840)</b>	Rx Bin# Part B: 009893	Rx PCN# Part B: ROIRX	
	Rx GRP#: H2171001		
<b>Copays:</b>	<b>In-Network</b>	<b>MedicareRx</b>	
PCP:	\$0	Prescription Drug Coverage	
Specialist:	\$15	H2171-001	
ER:	\$75		

### PPO Sample

<b>care@care</b>		<b>2019 Care N' Care Choice (PPO)</b>	
<b>Member Name:</b>	<b>Rx Bin#:</b> 012312	<b>Rx PCN#:</b> PartD	
<b>Member ID:</b> CC000000	<b>Rx Bin# Part B:</b> 009893	<b>Rx PCN# Part B:</b> ROIRX	
<b>HealthPlan (80840)</b>	<b>Rx GRP#:</b> CNC003		
<b>Copays:</b>	<b>In-Network</b>	<b>Out-of-Network</b>	<b>MedicareRx</b>
PCP:	\$15	\$50	Prescription Drug Coverage
Specialist:	\$35	\$60	H6328 003
ER:	\$75	\$75	


In an emergency, call 911 or go to the nearest emergency room.  
Medicare limiting charges apply.

**Members:**

<b>Healthcare Concierge:</b> Toll Free: 877-374-7993 TTY/TDD: 711 www.cnchealthplan.com	<b>Pharmacy Customer Service:</b> 855-791-5302
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**Providers:**

<b>Prior Auth/Cert/Service:</b> 855-359-9999	<b>Pharmacy Claims:</b> 855-791-5302
<b>Provider Eligibility &amp; Benefits:</b> 844-806-8216 (Representative)	<b>Dental Claims:</b> 833-492-9865
	<b>Vision Claims:</b> 800-521-3605
	<b>Medical Claims Phone:</b> 844-806-8216
	<b>Medical Claims Payer ID#:</b> 66010
	<b>Medical Claims Address:</b> P.O. Box 4375, Scranton, PA 18505



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### Need Assistance?

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711),  
October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September  
30, 8am to 8pm, CST, Monday through Friday.

Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107

Care N' Care is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal. Care N' Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Care N' Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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