

How to Read Your Care N' Care (HMO/PPO) Medicare Advantage ID Card

What can be found on the front of the card?

- Member Name: Your name as it appears in our system
- Member ID: Your unique number which links you to your benefits and coverage.
- Copays: This will list the copays for select services your plan offers. A copay is usually paid at the time of the service.
- Medicare Rx Prescription Drug Coverage: If your plan has prescription drug coverage, you will have listed the information the pharmacy needs to fill a prescription (RxBIN, RxPCN, and RxGRP). Please give the pharmacy your Care N' Care Member ID card so they can get this information and fill your prescription on your Care N' Care plan.

What can be found on the back of the card?

- Information for you, our member
 - The phone number for your Customer Experience Team, 877-374-7993 (TTY 711).
 - The website address for Care N' Care, cnchealthplan.com.
 - If your plan has prescription drug coverage, the phone number for the Pharmacy Customer Service, 855-791-5302. Your prescription drug coverage is administered by our partner, Elixir Solutions.
 - The customer service phone number for your Dental, Vision, Hearing, Over-the-Counter, and Acupuncture benefits, 833-492-9866. These benefits are administered by our Benefit Partners:
 - Dental: DentaQuest
 - Vision: EyeMed
 - Hearing: TruHearing
 - Over-the-Counter: Medline OTC
 - Acupuncture: American Specialty Health (ASH)
 - The website address and phone number for your MDLIVE Telehealth services, mdlive.com/carencare, 833-791-2188 (TTY 1-800-770-5531)
 - The phone number for your 24-Hour Nurse Advice, 844-209-3635.
- Information for Providers is listed on the bottom half of the back of the card.



2023 Care N' Care Classic (HMO)

Member Name:

PCP:
PCP Phone #:

Member ID:

HealthPlan (80840)

Copays: **In-Network**
PCP: \$XX
Specialist: \$XX
ER: \$XXX
Urgent Care: \$XX

Rx Bin#: 012312
Rx PCN#: PARTD
Rx GRP#: H2171001

A part of Southwestern Health Resources

H2171-001 Medicare limiting charges apply.



2023 Care N' Care Choice (PPO)

Member Name:

Member ID:

HealthPlan (80840)

Copays: **In-Network** **Out-Of-Network**
PCP: \$X \$XX
Specialist: \$XX \$XX
ER: \$XXX \$XXX
Urgent Care: \$XX \$XX

Rx Bin#: 012312
Rx PCN#: PARTD
Rx GRP#: CNC003

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H6328-003 Medicare limiting charges apply.

In an emergency, call 911 or go to the nearest emergency room.

Members: Customer Experience Team: Toll Free: 877-374-7993 TTY/TDD: 711 cnchealthplan.com	Pharmacy Customer Service: 855-791-5302 Dental/Vision/Hearing/OTC/Acupuncture Customer Service: 833-492-9866 TeleHealth Services, Medical & Behavioral Health: mdlive.com/carencare 833-791-2188 24-Hour Nurse Advice: 844-209-3635	
Providers: Prior Auth/Cert/Service: 855-359-9999 Provider Eligibility & Benefits: 844-806-8216 (Representative and IVR) Acupuncture Claims: 800-972-4226	Pharmacy Claims: 855-791-5302 Dental Claims: 833-492-9865 Vision Claims: 800-521-3605 Medical Claims Phone: 844-806-8216 Medical Claims Payer ID#: 66010 Medical Claims Address: P.O. Box 4375, Scranton, PA 18505	