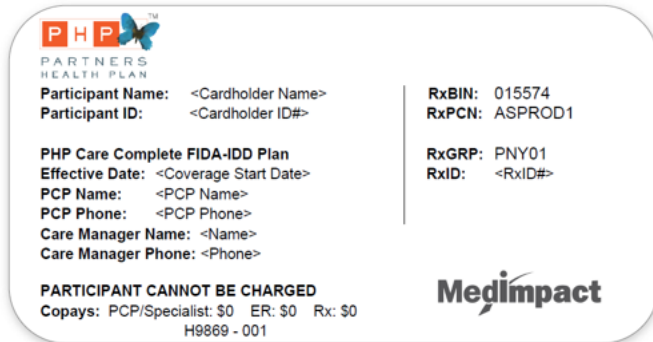


# Your Insurance Card

## What to know when going to an appointment!



**PHP**  
PARTNERS  
HEALTH PLAN

Participant Name: <Cardholder Name>  
Participant ID: <Cardholder ID#>

PHP Care Complete FIDA-IDD Plan  
Effective Date: <Coverage Start Date>  
PCP Name: <PCP Name>  
PCP Phone: <PCP Phone>  
Care Manager Name: <Name>  
Care Manager Phone: <Phone>

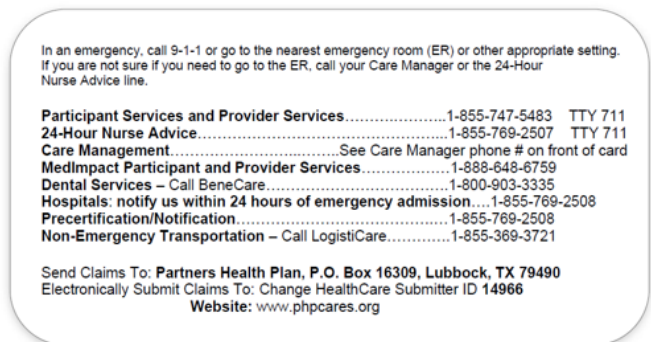
**PARTICIPANT CANNOT BE CHARGED**  
Copays: PCP/Specialist: \$0 ER: \$0 Rx: \$0  
H9869 - 001

RxBIN: 015574  
RxPCN: ASPROD1

RxGRP: PNY01  
RxID: <RxID#>

**MediImpact**

Front of Model Participant ID Card







In an emergency, call 9-1-1 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your Care Manager or the 24-Hour Nurse Advice line.

Participant Services and Provider Services.....1-855-747-5483 TTY 711  
24-Hour Nurse Advice.....1-855-769-2507 TTY 711  
Care Management.....See Care Manager phone # on front of card  
MediImpact Participant and Provider Services.....1-888-648-6759  
Dental Services – Call BeneCare.....1-800-903-3335  
Hospitals: notify us within 24 hours of emergency admission....1-855-769-2508  
Precertification/Notification.....1-855-769-2508  
Non-Emergency Transportation – Call LogistiCare.....1-855-369-3721

Send Claims To: Partners Health Plan, P.O. Box 16309, Lubbock, TX 79490  
Electronically Submit Claims To: Change HealthCare Submitter ID 14966  
Website: www.phpcares.org

Back of Model Participant ID Card

-  Remember to **always bring your PHP Insurance Card** to any medical appointment or pharmacy visit.
-  **Show the Card when you get to the office**, even if they do not ask to see it. This will ensure that your doctor will bill PHP correctly.
-  *Balance billing* is a practice in which doctors or hospitals bill you for charges. **PHP does not allow providers to charge you for any services.**
-  **You are not responsible to pay the bill.** If you receive a medical bill for any service, please **contact your Care Manager immediately** so we can assist you.

Always keep your PHP Card in a safe place. **If you have lost your Card, please contact your Care Manager or call our Participant Services line** at 1-855-747-5483, TTY/TDD: 711.

**PHP Care Complete FIDA-IDD (Medicare - Medicaid Plan)**

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at [icannys.org](http://icannys.org).

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.