





new identification number and prefix for medical and drug coverage

Your plastic identification (ID) cards contain a new prefix and new subscriber identification number. Be sure to bring your card with you every time you receive services from your health care providers to ensure timely processing of your claim.

			
Subscriber Name LAST NAME, FIRST NAME			
Subscriber ID <9-digit numeric ID#>			
You are enrolled in a PPO product. Dependents are not listed on PPO ID cards. No referrals are required.			
BIN	610475	Plan	PPO
PCN	FLRX	PCP Copay	\$XX
Effective Date	xx/xx/xx	Specialist Copay	\$XX
PayerID	UNINW	Emergency	\$XXX
00017001234		Rx	

Prior Authorization Requirements Certain services require prior authorization. Please visit our Web site or call the number at the right to confirm if a service requires prior authorization. Hospital or physicians: file claims with the local Univera Healthcare Plan.		www.univerahealthcare.com Customer Service: 1-800-499-1275 Pharmacy Benefit: 1-800-724-5033 Prior Authorization: 1-800-363-4658
		To locate a Beech Street provider visit www.beechstreet.com or call 1-800-877-1666.
		Univera Healthcare PO Box 23000 Rochester, NY 14692
   Pharmacy benefits administrator		

If you need additional ID cards, log in or register at our member website univerahealthcare.com/member and click on "Order ID Card" or call the Customer Service number listed on the back of your ID card.

how do I get started?

To use our online features, visit univerahealthcare.com/member and enter your username and password.

- Don't have a username and password? Click on the "Register" button on the left, fill out the simple form and begin accessing your online account in minutes.
- Forgot your username or password? Click on "Forgot Password" and follow the prompts.



new member features

- web self-service tools
- monthly health summaries



now Univera Healthcare gives you more ways to manage your health insurance. With our new system, you have access to a variety of **online self-service web tools, monthly health summaries and more.** You'll continue receiving the same great service with the extra tools you need to help you stay on top of it all.

member self-service web tools

With our self-service web tools, you can:

- View your plan and benefits
- Check the status of a claim
- See your deductible balance
- View authorizations and more

Plus you have the freedom of managing your plan whenever it's convenient for you – day or night.

monthly health summary

To help you keep track of claims and services for dependents covered under your plan, we are pleased to introduce a monthly Health Summary that provides:

- A single source for reviewing claims and services for all dependents covered under your health plan
- An easy-to-read record of monthly claims for each medical service processed
- A snapshot of your family's claims and information

These features make it easier for you to manage your health insurance resources.

To find out more, go to univerahealthcare.com/member