


Sample Cardinal Care Member ID Cards

All Cardinal Care members receive a state issued Member ID Card. Members enrolled in managed care, meaning their Cardinal Care benefits are delivered through one of the five Managed Care Organizations (MCO) serving Virginia Cardinal Care members, also receive an MCO Member ID Card. Both cards contain important information about for you and your health care providers.


Sample State Cardinal Care Member ID Cards



Virginia Medicaid
CardinalCare

Jon B. Doe
Member ID: 252 158 698 154
Rx Bin: 010900
Date of Birth: 05/09/1991

Card #




Virginia Medicaid
FAMIS
CardinalCare

Jon B. Doe
Member ID: 252 158 698 154
Rx Bin: 010900
Date of Birth: 05/09/1991

Card #

Sample Cardinal Care Managed Care Member ID Cards




Aetna Better Health® of Virginia

Name
Medicaid/Member ID #
Language
PCP
PCP Phone
Effective Date

DOB
Sex

RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837
Pharmacist Use Only: 1-855-270-2365

AetnaBetterHealth.com/Virginia



THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. VACARD-1

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

Important numbers for members

Member Services 1-800-279-1878 (TTY 711)
Behavioral Health and Substance Use Hotline 1-800-279-1878
24 Hour Nurse Line 1-800-279-1878
Dental 1-888-912-3456
Transportation 1-800-734-0430


Important numbers for providers

Eligibility/Preauthorization: 1-800-279-1878
Radiology Preauthorization: 1-888-693-3211

Submit claims to
Aetna Better Health of Virginia
PO Box 982974
El Paso, TX 79998-2974
EDI Payer 128VA

Submit grievances and appeals to
Aetna Better Health of Virginia
P.O. Box 81139
5801 Postal Road
Cleveland, OH 44181

VACARD-2



JOHN Q SAMPLE
Member ID
123456789

PCP Name
PCP Phone
Medicaid ID

Group Number HKP00200
BC/BS Plan 923
RxBIN: 020107
RxPCN: FM
RxGRP: WQWA

PCP/Specialist \$0/\$0
Outpatient \$0
Inpatient \$0
Emergency \$0
Rx \$0/\$0

anthem.com/vamedicaid

Member Services: 800-901-0020
Provider Services: 800-901-0020
TTY: 711
24/7 Nurse Line: 800-901-0020
Behavioral Health Crisis Line: 844-429-9620
Authorization: 800-901-0020
Dental: 888-912-3456
Transportation Service: 877-892-3988
Pharmacy Member Services: 833-207-3120
Help for Pharmacists: 833-253-4452

HealthKeepers, Inc.
P.O. Box 27401
Mail Drop VA2002-N500
Richmond, VA 23279

Claims Filing Address: Post Office Box 27401
Richmond, VA 23279

Contractor ID
0047003253

VA21 1/23

Humana Healthy Horizons. in Virginia

A Medicaid product of Humana WI Health Org. Ins. Corp

MEMBER NAME

MEMBER ID: HXXXXXXXXX

Medicaid ID#: XXXXXXXX

Effective Date: XX/XX/XX

RxGRP: XXXXX

RxBIN: 610649

RxPCN: 3191507



CardinalCare
Virginia's Medicaid Program

In case of emergency, call 911 or go to the closest emergency room.
After treatment, call your PCP within 24-hours or as soon as possible.

Member/Provider Services: 844-881-4482 (TTY: 711)

Member Transportation Services: 877-718-4215

Clinical Triage Line BH/ARTS Crisis, Nurse Line: 888-445-8714

Member Dental Program: 888-912-3456

Pharmacy Rx Inquiries: 844-912-0115

Please visit us at: Humana.com/HealthyVirginia

To connect with Virginia Medicaid visit: dmas.virginia.gov

For online provider services, go to Availity.com

Please mail all claims to:

Humana Medical

P.O. Box 14359

Lexington, KY 40512-4359



Sentara
Health Plans

SENTARA COMMUNITY PLAN

Member Name: JOHN DOE

Member Number: 9999999

Group Number: SCP

Medicaid/Rx ID: 99999999999

PCP Name: JANE DOE

PCP Phone: 123-456-7899

Member Effective Date: 01/01/24

RxBIN: 003858

RxPCN: MA

RxGRP: SHPMDCD



CardinalCare
Virginia's Medicaid Program

*Detailed plan information at sentarahealthplans.com

Pre-Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.

IN CASE OF AN EMERGENCY: Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care.

Member Services: (Hearing Impaired/Virginia Relay: 711) 1-800-881-2166

Behavioral Health/ARTS Crisis Line: 1-833-686-1595

Transportation: 1-877-892-3986

24/7 Nurse Advice Line: 1-833-933-0487

Pharmacist Help Desk: 1-844-604-9165

Dental: 1-888-912-3456

Medical Claims

PO Box 8203

Kingston, NY 12402

Behavioral Health Claims

PO Box 8204

Kingston, NY 12402

Sentara Health Plans

PO Box 68180

Virginia Beach, VA 23468



United Healthcare
Community Plan

Health Plan (80840) 911-87726-04

Member ID: 001500001

Group Number: VACCCP

Member:

NEW M ENGLISH

Medicaid ID: 9999999991

PCP Name:

DOUGLAS GETWELL

PCP Phone: (717)851-6816

Payer ID: 87726



OPTUMRx

Rx Bin: 610494

Rx GRP: ACUVA

Rx PCN: 4900

0501

UnitedHealthcare Community Plan
Administered by UnitedHealthcare Insurance Company

In case of emergency call 911 or go to nearest emergency room.

Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral: 844-752-9434 TTY 711

Dental: 888-912-3456 TTY 711

NurseLine: 800-842-3014 TTY 711

Transportation: 833-215-3884 TTY 711

For Providers: UHCprovider.com 844-284-0146

Claims: PO Box 5270, Kingston, NY 12402-5270

Preauthorization: 844-284-0146

Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334

For Pharmacists: 1-855-873-3493