

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

Once you receive your Care N' Care ID card, you no longer have to carry your Medicare card

1 care@care Insurance Company, Inc.

2 Member Name:

3 Member ID:

4 Health Plan (80840)

5 Copays: In-Network Out-Of-Network

PCP:	\$X	\$XX
Specialist:	\$XX	\$XX
ER:	\$XXX	\$XXX
Urgent Care:	\$XX	\$XX

6 Medicare Rx Prescription Drug Coverage

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

7 Pharmacy Customer Service: 855-791-5302

8 Dental/Vision/Hearing/OTC/Acupuncture Customer Service: 833-492-9866

9 TeleHealth Services: Medical & Behavioral Health: mdlive.com/carencare 833-791-2188 TTY 800-770-5531

10 24-Hour Nurse Advice: 844-209-3635

11 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

Note: This is a sample card. Card will vary based on the plan you are enrolled in.

- 1 Plan Name:** Name of the plan you are enrolled in. If you are enrolled in an HMO your PCP information will be listed below plan name.
- 2 Member ID:** Your unique number which links you to your benefits and coverage.
- 3 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.
- 4 Copays:** This will list the copays for select services your plan offers. A copay is usually paid at the time of the service.
- 5 PBP:** CMS official contract and plan number.
- 6 Customer Experience Team phone number:** 877-374-7993 (TTY 711). The website address for Care N' Care, cnchealthplan.com
- 7 Pharmacy Customer Service:** If your plan has prescription drug coverage, 855-791-5302. Your prescription drug coverage is administered by our partner, Elixir Solutions.
- 8 Care N' Care Benefit Partners:** 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) Solutions.
- 9 MDLIVE Telehealth services:** The website address and phone number for your mdlive.com/carencare, 833-791-2188 (TTY 800-770-5531)
- 10 24-Hour Nurse Advice:** 844-209-3635.
- 11 Information for Providers**

Care N' Care Insurance Company, Inc. (Care N' Care) is an HMO and PPO plan with a Medicare contract. Enrollment in Care N' Care depends on contract renewal.