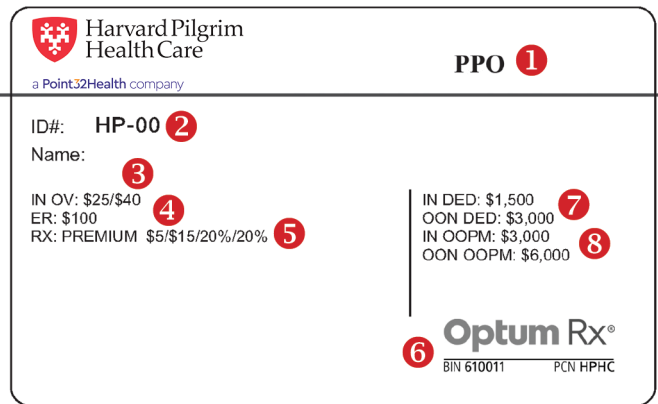


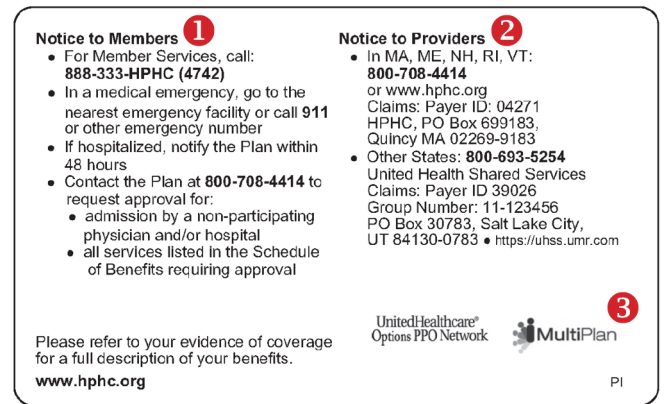
How to Read the Member Identification Card

The Harvard Pilgrim member ID card **helps you identify important product and coverage information when your patient arrives at the office.** Because the information presented on member ID cards varies by health plan, we've created this guide to highlight the key features you'll find on ours.

The appearance of member identification cards will vary based on the member's product and employer group. Visit **HPHConnect** to verify eligibility and access member-specific coverage information.



Sample front of member ID card



Sample back of member ID card

Front of the ID card

- 1. Type of coverage**
Names may vary.
- 2. Member ID number**
Starts with the prefix HP, except for Passport Connect members (nine-digit subscriber number, followed by a six-digit group number) and plans administered by Health Plans, Inc. (starts with the prefix HH)
- 3. OV**
Office visit copayment and other copayments if applicable.
- 4. ER**
Emergency room copayment (waived if admitted).
- 5. Rx**
Pharmacy copayment (Tier 1/Tier 2/Tier 3) and if member's plan has an Rx deductible.
- 6. Prescription Coverage**
If applicable, members with prescription coverage will have the OptumRx logo on the ID card.
- 7. Deductible**
In-network and out-of-network deductibles.
- 8. OOPM**
In-network and out-of-network out of pocket maximum.

Back of the ID card

- 1. Information for members**
This section provides dedicated Member Services contact numbers and guidance for certain circumstances, such as hospitalization and emergencies.
- 2. Information for providers**
Includes state-specific instructions for providers on how to submit claims.
- 3. Additional network information**
Some ID cards will display the Options PPO logo or the Choice Plus logo, which represent an expanded national network offered jointly by Harvard Pilgrim and UnitedHealthcare.