**Member ID Card Sample**

[*Blue text fields are optional.*]

**Front of Model Member ID Card**

<Health Plan Name and/or Logo> <Medicare Logo>1

<Plan Name> is a managed care planMedicare Rx logo appears on front of Member ID Card in accordance with CMS regulations. that

contracts with both Medicare and MassHealth.1

**Member Name:** <Cardholder Name> **RxBIN:** <RxBIN#3>

**Member ID:** <Cardholder ID#> **RxPCN:** <RxPCN#3>

**Care Coordinator2 Phone**: <CC Phone> **RxGRP:** <RxGRP#3>

**PCP Group/Name:** <PCP/Group Name> **RxID:**<RxID#2>

**PCP Phone:** <PCP Phone>

**MEMBER CANNOT BE CHARGED4**

Copays: PCP/Specialist: $0 ER: $0

<CMS Contract #> <Plan Benefit Package #>

1. *Plans may add* ***both*** *the Medicare logo and the statement, but plans may* ***not*** *add only one or the other.*
2. *Plans may modify “Care Coordinator” to the plan-specific name.*
3. *RxBIN is always required. RxPCN and RxGRP are required when needed by the drug plan. RxID is required only when different from the medical plan Cardholder ID#.*
4. *Plans may add this statement along with copay information on the next line to increase provider awareness of the prohibition of inappropriate or improper billing of dually eligible enrollees.*

**Back of Model Member ID Card**

[*Card reader may go here*]

[*Instructions for what to do in case of an emergency, including contact information for alternatives to the Emergency Department. Plans should include Massachusetts Behavioral Health Help Line contact information in the instructions.*]

**Member Services4:** <Member Services toll-free phone and TTY numbers>

**Behavioral Health:** <Behavioral Health phone number>

**Pharmacy Help Desk:** <Pharmacy Help Deskphone number>

**<Additional Line>**5**:** <Additional phone number as needed>

**Website:** <Health plan web address>

**Send Claims To:** <Claims submission name and address>

**Claim Inquiry:** <Claim inquiry phone number>

*4 If plans do not use the term “Member Services,” plans should replace this label with the term the plan uses.Also include phone numbers for Dental, Vision, and/or Provider Services when different from Member Services. Plans should have one Member Services phone number for both Medicare and MassHealth services.*

*5 If space permits, plans may include other phone numbers as needed using appropriate labels. Font size and spacing may not be reduced to accommodate additional fields.*