Member identification (ID) cards

Overview

Harvard Pilgrim's policy is to issue member identification (ID) cards before a member's effective date of coverage whenever possible. If a member requires services before receiving a personal Harvard Pilgrim member ID card, verify eligibility electronically or contact Member Services at 888-333-4742.

Harvard Pilgrim members also have access to digital member ID cards, which they can show to their providers on their mobile device or via a printed copy of the card. Additionally, members can download their ID card to their Apple Wallet or to Google Pay. The digital ID card includes all the information listed on the mailed card. Members can access their card by signing in to www.harvardpilgrim.org or by using the Harvard Pilgrim mobile app.

Providers can also access an image of the member's ID card in Availity Essentials™.

How to read a member ID card

When examining a member identification (ID) card, it is important to note:

- The subscriber and each eligible dependent will have their own ID cards with a distinct member ID number.
- The last two characters of the member ID number identify the contract status, i.e.:
  00 = subscriber
  01, 02, etc. = dependent
- Specific copayment amounts for the most common services are itemized.
- The appearance of the member cards may vary by employer group.
- Cards for Passport Connect, Choice Plus, and Options PPO look different from other Harvard Pilgrim cards. Cards for these products are "family" ID cards and reflect only the overall subscriber number and the names of any covered dependents. These cards show logos for both Harvard Pilgrim Health Care and UnitedHealthcare.

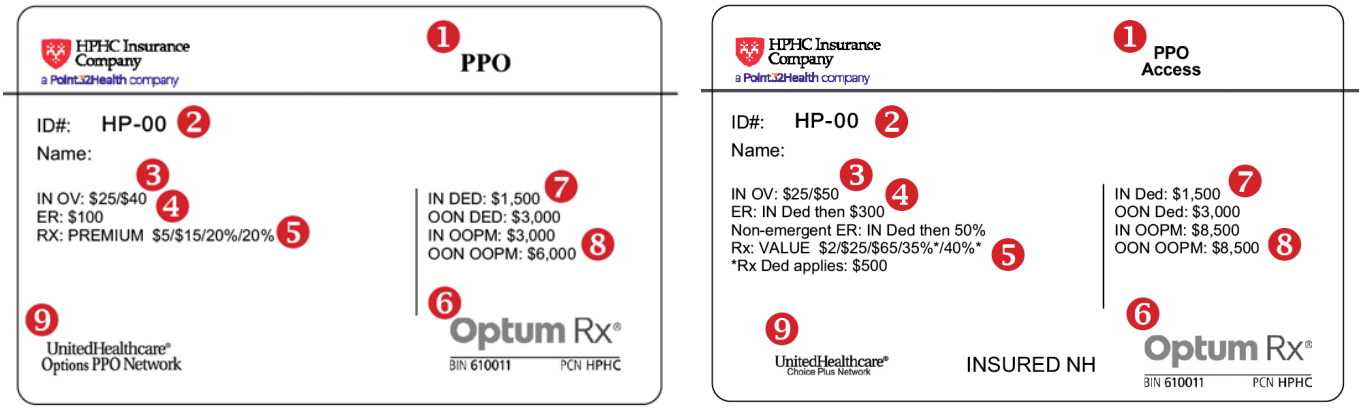
Prefixes

The member ID number on a Harvard Pilgrim member's ID card will start with the prefix HP, with the following exceptions:

- The member ID number for a Passport Connect member will not contain an alpha prefix. These cards include a nine-digit subscriber number, followed by a six-digit group number.
- ID cards for members of plans administered by Health Plans, Inc. (HPI) will start with the prefix HH and include the Health Plans, Inc. logo.

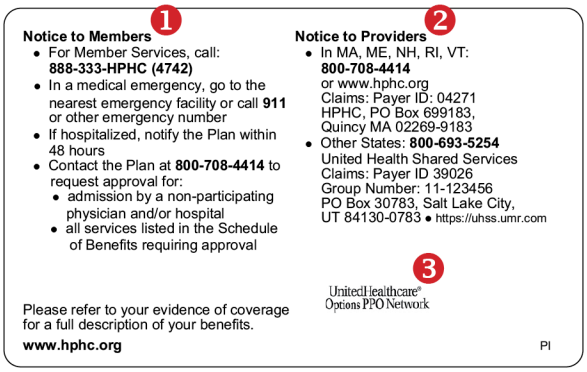
Sample ID card

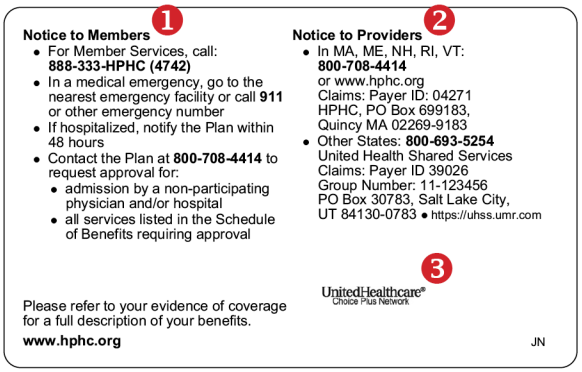
Sample ID cards front:



1. Type of coverage you have. Names may vary.
2. This is the member ID number, which is used for all Member Services inquiries as well as claims payment, billing, and processing.
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); it will also be noted here if the member's plan has an Rx deductible.
6. If the member has Harvard Pilgrim prescription coverage, you will see the OptumRx logo, designating our extensive network of participating pharmacies.
7. In-network and out-of-network deductibles.
8. In-network and out-of-network out of pocket maximum (OOPM).
9. If the product has access to a national network offered jointly by Harvard Pilgrim and UnitedHealthcare the logo will display here:
   - The UnitedHealthcare **Choice Plus** Network is available to PPO Access members.
   - The UnitedHealthcare **Options PPO** Network is available to all other PPO members, POS and POS Open Access.

Sample ID cards back:





1. This section provides dedicated Member Services contact numbers and guidance for certain circumstances, such as hospitalization and emergencies.
2. This notice offers state-specific instructions for providers on how to submit claims.
3. Depending on the product, member ID cards may display the Options PPO logo or the Choice Plus logo, which represent an expanded national network offered jointly by Harvard Pilgrim and UnitedHealthcare.

The ID card images shown here serve as an example only; a member's actual card image may vary by product and employer. In some cases, the logo may appear on the back of the card. Some Massachusetts, Maine, and New Hampshire members hold HPHC Insurance Company ID cards; HPHC Insurance Company, Inc. is a wholly owned subsidiary of Harvard Pilgrim Health Care, Inc. Some New Hampshire members' ID cards may also display the Harvard Pilgrim Health Care of New England logo.

Refer to the Our Plans section of the provider website for further details on our product offerings.

PUBLICATION HISTORY

01/01/12	removed First Seniority Freedom information
11/02/20	updated member ID card
11/01/21	updated member ID card; added deductible and out of pocket maximum information
01/01/23	reviewed; administrative edits
09/01/23	updated member ID card; updated for behavioral health insourcing effective on 11/01/23
03/01/24	reviewed; no changes
03/01/25	updated member ID card images and added call-out number and text for UnitedHealthcare Choice Plus Network logo and UnitedHealthcare Options PPO Network logo on the front of the card
06/01/25	updated back images of member ID cards to illustrate removal of MultiPlan logo
08/01/25	updated last paragraph to note that logos may appear on the back of the card
11/15/26	administrative updates