

# Member Identification Cards

## Overview

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.

## ID Card Prefixes

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

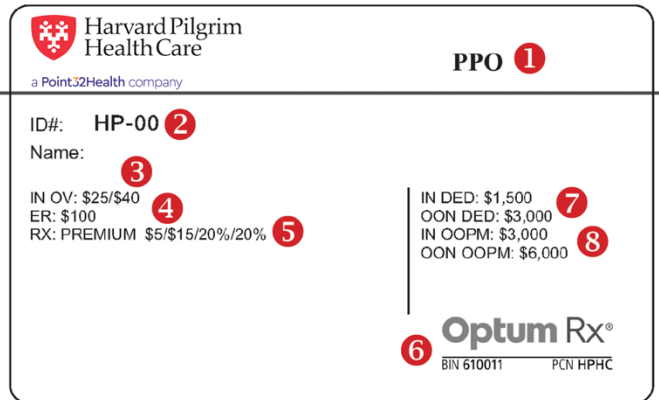
- The member ID number for a Passport Connect member will not contain an alpha prefix. These cards include a nine-digit subscriber number, followed by a six-digit group number.
- ID cards for members of plans administered by Health Plans, Inc. (HPI) will start with the prefix HH and include the Health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

## Temporary Member ID

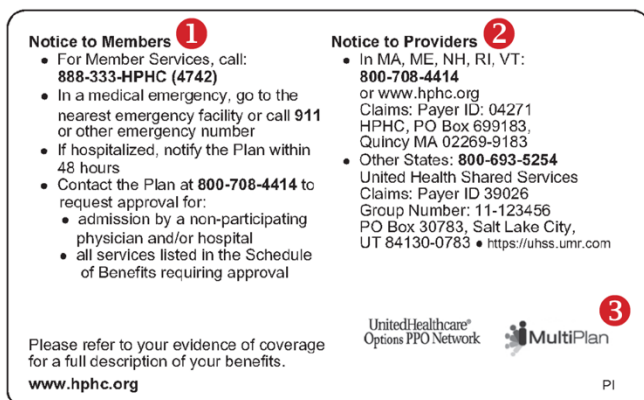
Harvard Pilgrim’s policy is to issue member ID cards before a member’s effective date of coverage whenever possible. If a member requires services before he/she receives a personal Harvard Pilgrim member ID card, verify eligibility using HPHConnect or contact Member Services at 888-333-4742. (Refer to *Determining Eligibility* for information on verifying eligibility via *HPHConnect*.)

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 <http://www.harvardpilgrim.org/> or by using the Harvard Pilgrim mobile app.

## How to Read an ID Card



- 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).



- 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. 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 Product section of the provider website for further details on our plan offerings.

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#### 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