

ID CARD REQUIREMENTS

(Encore Health Network must approve the ID Card template prior to the effective date of the employer group.)

All ID cards must contain the following information:

- Member name
- Member number
- Employer Group Name & Group Number

One of the Encore logos must be on the ID card. Here are the network logos:



The Company logo (if available) should be on the ID card.

ID cards must also have pre-certification and utilization review information on the card as well as the eligibility/ benefits and/or customer service contact numbers. Encore's customer service number is (888) 446-5844

The Company Name and TPA must also be on the ID card.

The image shows a sample ID card template for 'ABC COMPANY'. The card is light gray with rounded corners. At the top left, it lists member information: 'Name: John Doe', 'Member #: 00000012', 'Group #: 012345', 'Group: ABC Company', 'Effective Date: 1/1/2012', and 'Coverage: Employee & Dependent'. To the right of this is the 'encore ELITE' logo. Below the member information is the title 'Health Care Plan Identification Card'. To the right of the title is a box labeled 'Client's Company Logo here'. Below the title is a box containing pre-certification information: 'Pre-certification is required for any inpatient hospitalization, outpatient surgery done outside the physician's office, home health care, hospice, convalescent care, physical therapy, MRIs, second surgical opinions, and durable medical equipment. Failure to pre-certify will reduce your benefits. For pre-certification call (800) 123-4567 and for eligibility benefits call (800) 123-4567.' Below this box is the copay information: 'PPO Office visit Copay \$25.00'. At the bottom left is the company name 'ABC COMPANY' and 'Sample TPA'. At the bottom right is the claim submission information: 'SUBMIT ALL MEDICAL CLAIMS TO: PAYOR PAYOR ADDRESS, CITY, STATE, ZIPCODE For electronic claims use Payor ID'.

All ID cards must have the claim submission address as well as Web ID address. For electronic submission.

Encore Health Network does not produce ID cards. This is a responsibility of the payor to provide ID cards to the participants.