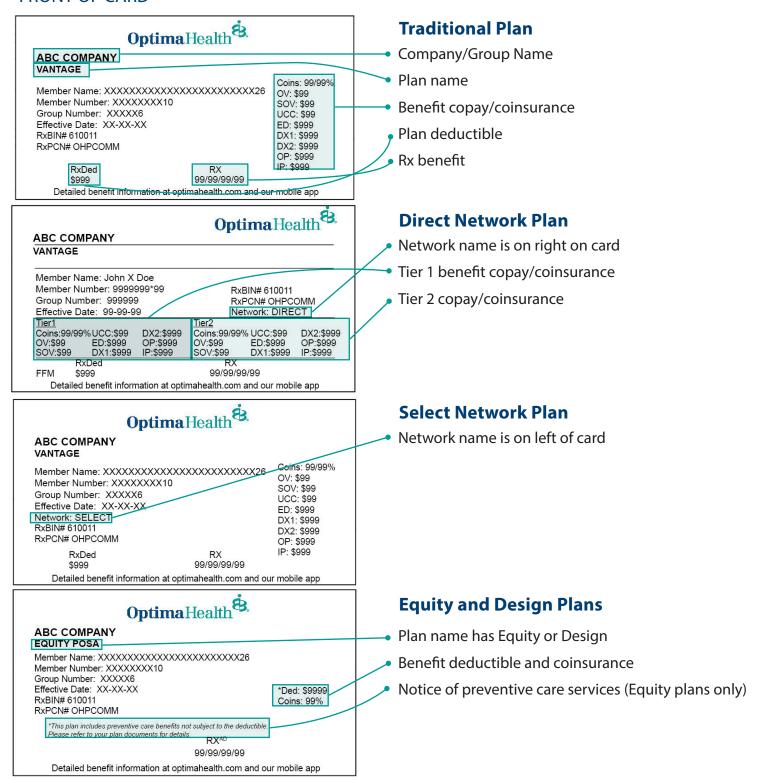


### **Commercial Group**

(does not include custom cards for self-funded employer groups)

### **HMO, POS, and PPO Product Lines**

#### FRONT OF CARD



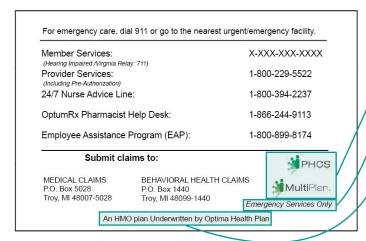


### **Commercial Group**

(does not include custom cards for self-funded employer groups)

### HMO, POS, and PPO Product Lines (cont.)

#### **BACK OF CARD**



PHCS and MultiPlan logos

Emergency Services notice for HMO plans only

"Underwritten by..." for fully insured groups and

"Administered by..." for self-funded groups

### **OOA PPO Product Line**



#### For emergency care, dial 911 or go to the nearest urgent/emergency facility. X-XXX-XXX-XXXX Member Services: (Hearing Impaired /Virginia Relay: 711) Provider Services: 1-800-229-5522 (Including Pre-Authorization) 24/7 Nurse Advice Line: 1-800-394-2237 OptumRx Pharmacist Help Desk: 1-866-244-9113 Employee Assistance Program (EAP): 1-800-899-8174 Out of Area Provider Network: 1-888-817-7427 Submit claims to: MEDICAL CLAIMS BEHAVIORAL HEALTH CLAIMS PO Box 5028 P.O. Box 1440 Troy, MI 48007-5028 Troy, MI 48099-1440 A PPO plan Administered by Sentara Health Plans, Inc.

### **Out-of-Area PPO – All Network Plans**

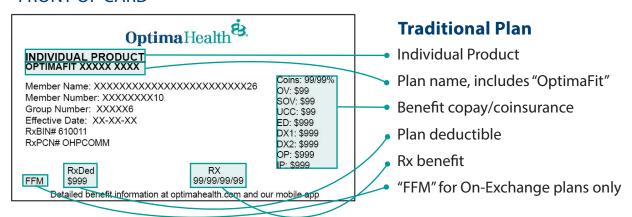
Shows "Out of Area" on card

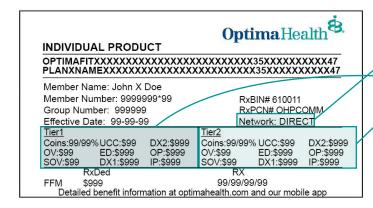
PHCS logo and MultiPlan logo on front



### **Individual & Family Plans**

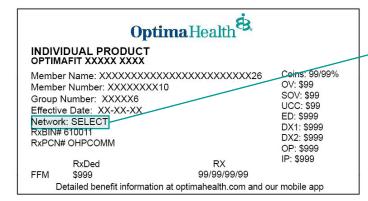
#### FRONT OF CARD





### **Direct Network Plan**

- Network name is on right on card
- Tier 1 benefit copay/coinsurance
- Tier 2 copay/coinsurance

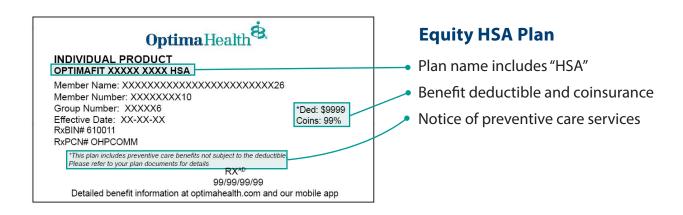


### **Select Network Plan**

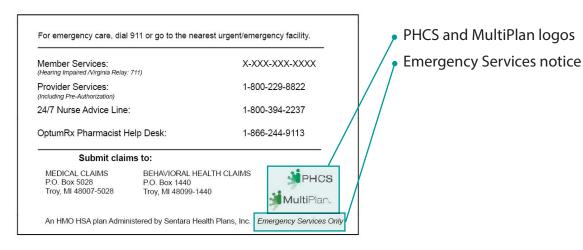
Network name is on left of card



### **Individual & Family Plans**



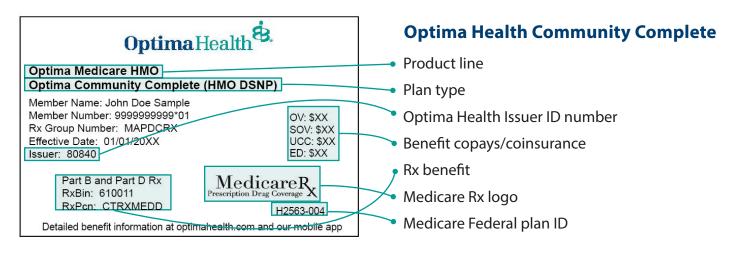
### **BACK OF CARD**

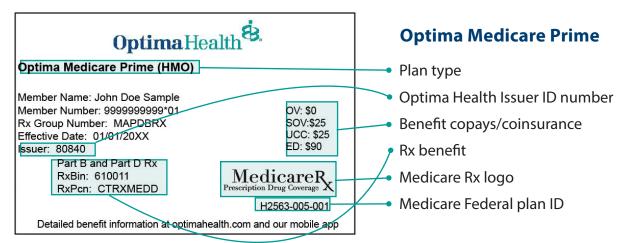




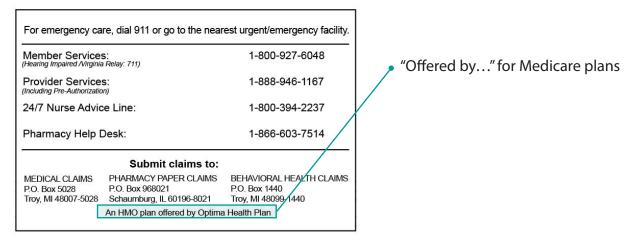
### **Medicare Plans**

#### FRONT OF CARD





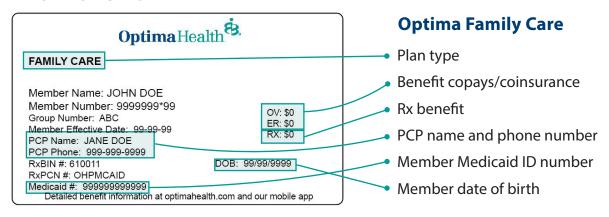
#### **BACK OF CARD**

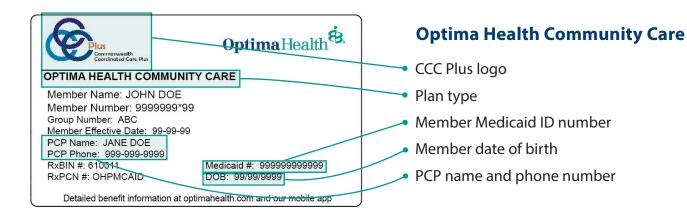


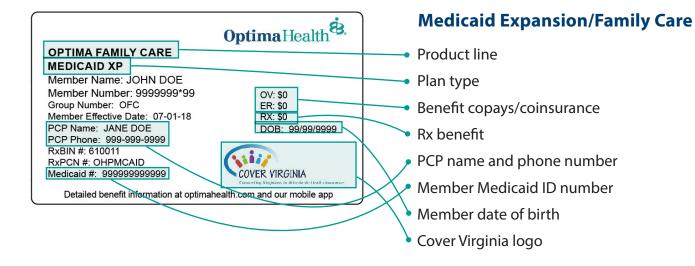


### **Medicaid Plans**

### FRONT OF CARD



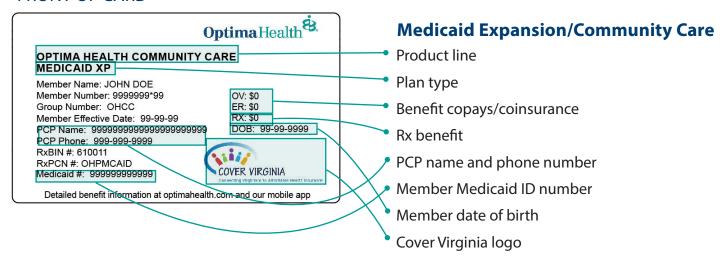






### **Medicaid Plans**

### FRONT OF CARD



### **BACK OF CARD**

Pre Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics. IN CASE OF AN EMERGENCY: Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care Member Services: 1-800-881-2186 1-800-648-8420 Behavioral Health/ARTS Crisis Line: 1-888-946-1167 Provider Services: 24/7 Nurse Advice Line: 1-800-394-2237 Pharmacist Help Desk: 1-866-244-9113 Smiles for Children: 1-888-912-3456 1-877-892-3986 Transportation: BEHAVIORAL HEALTH CLAIMS OPTIMA HEALTH MEDICAL CLAIMS 4417 Corporation Lane Troy, MI 48007-5028 Troy, MI 48099-1440 Virginia Beach, VA 23462-3162 Offered by Optima Health Plan