



Sample Managed Care Organization (MCO) ID Cards


The new Cardinal Care Managed Care MCO ID cards replace the Medallion 4.0 and Commonwealth Coordinated Care Plus MCO ID cards.



Aetna Better Health® of Virginia



Name
Medicaid/Member ID # **DOB** **Sex**
Language
PCP
PCP Phone **Effective Date**

RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837
Pharmacist Use Only: 1-855-270-2365 

AetnaBetterHealth.com/Virginia

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. VACARD-1

In case of an emergency go to the nearest emergency room or call 911.

Important numbers for members

Member Services	1-800-279-1878 (TTY 711)
Behavioral Health and Substance Use Hotline	1-800-279-1878
24 Hour Nurse Line	1-800-279-1878
Dental	1-888-912-3456
Transportation	1-800-734-0430



Important numbers for providers

Eligibility/Preauthorization:	1-800-279-1878
Radiology Preauthorization:	1-888-693-3211

Submit claims to
Aetna Better Health of Virginia
PO Box 982974
El Paso, TX 79998-2974
EDI Payer 128VA

Submit grievances and appeals to
Aetna Better Health of Virginia
P.O. Box 81139
5801 Postal Road
Cleveland, OH 44181

VACARD-2

JOHN Q SAMPLE

Member ID	123456789	PCP Name	
		PCP Phone	
		Medicaid ID	

Group Number	HKP00200	PCP/Specialist	\$0/\$0
BC/BS Plan	923	Outpatient	\$0
RxBIN:	020107	Inpatient	\$0
RxPCN:	FM	Emergency	\$0
RxGRP:	WQWA	Rx	\$0/\$0

anthem.com/vamedicaid





Member Services: 800-901-0020
Provider Services: 800-901-0020
TTY: 711
24/7 NurseLine: 800-901-0020
Behavioral Health Crisis Line: 844-429-9620
Authorization: 800-901-0020
Dental: 888-912-3456
Transportation Service: 877-892-3988
Pharmacy Member Services: 833-207-3120
Help for Pharmacists: 833-253-4452
*Department of Medical Assistance Services program

HealthKeepers, Inc.
P.O. Box 27401
Mail Drop VA2002-N500
Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

Claims Filing Address: **Contractor ID**
Post Office Box 27401 0047003253
Richmond, VA 23279

VA21 1/23

Medicaid

<p>Member name: XXXXXXXX Preferred language: English Medicaid ID #: 123456789 Subscriber ID #: 123456789 Effective date: xx/xx/xxxx</p>	<p>Pharmacy RxBIN: BIN number RxPCN: RXPCN RxGRP: RXGroup</p>
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In case of emergency, go to the nearest emergency room or call 911

Member numbers
Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:

24/7 Pharmacy Help Line	Provider Services
Behavioral Health Crisis	Rx Prior Authorization
Care Coordination	Transportation
Member Services	

Dental: (888) 912-3456
24/7 Nurse Advice Line: (833) 514-1809

Providers/Hospitals:
For prior authorization, claims, eligibility, and general information, please call Member Services (see above).

Submit claims to:
Medical/Hospital: Molina Healthcare PO Box 22637, Long Beach, CA 90801
Pharmacy: Molina Healthcare 7050 Union Park Center, Suite 200 Midvale, UT 84047

General mailing address:
Molina Healthcare 3829 Gaskins Road Richmond, VA 23233

MolinaHealthcare.com

(Sample MCO ID cards continued)



SENTARA COMMUNITY PLAN

Member Name: JOHN DOE
 Member Number: 9999999
 Group Number: SCP
 Medicaid/Rx ID: 999999999999
 PCP Name: JANE DOE
 PCP Phone: 123-456-7899
 Member Effective Date: 01/01/24

RxBIN: 003858
 RxPCN: MA
 RxGRP: SHPMDCD




*Detailed plan information at sentarahealthplans.com

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: (Hearing Impaired/Virginia Relay: 711) 1-800-881-2166
 Behavioral Health/ARTS Crisis Line: 1-833-686-1595
 Transportation: 1-877-892-3986
 24/7 Nurse Advice Line: 1-833-933-0487
 Pharmacist Help Desk: 1-844-604-9165
 Dental: 1-888-912-3456

Medical Claims	Behavioral Health Claims	Sentara Health Plans
PO Box 8203 Kingston, NY 12402	PO Box 8204 Kingston, NY 12402	PO Box 66189 Virginia Beach, VA 23468




Health Plan (80840) 911-87726-04



Member ID: 001500001 Group Number: VACCCP

Member:
 NEW M ENGLISH
 Medicaid ID: 9999999991
 PCP Name:
 DOUGLAS GETWELL
 PCP Phone: (717)851-6816

Payer ID: 87726



Rx Bin: 610494
 Rx GRP: ACUVA
 Rx PCN: 4900

0501 UnitedHealthcare Community Plan
 Administered by UnitedHealthcare Insurance Company

In case of emergency call 911 or go to nearest emergency room. Printed: 071/4/22




This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral: 844-752-9434	TTY 711
Dental: 888-912-3456	TTY 711
NurseLine: 800-842-3014	TTY 711
Transportation: 833-215-3884	TTY 711

For Providers: UHCprovider.com 844-284-0146
 Claims: PO Box 5270, Kingston, NY, 12402-5270
 Preauthorization: 844-284-0146

Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
 For Pharmacists: 1-855-873-3493

The new Cardinal Care Managed Care MCO FAMIS cards (below) replace the MCO FAMIS ID cards.

			
Aetna Better Health® of Virginia			
Name		DOB	Sex
Medicaid/Member ID #			
Language			
PCP			
PCP Phone		Effective Date	
RxBIN: 610591 RxPCN: ADV RxGROUP: RX8837 Pharmacist Use Only: 1-855-270-2365 			
AetnaBetterHealth.com/Virginia			
THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.		VACARFA-1	

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Important numbers for members	
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24 Hour Nurse Line	1-800-279-1878
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Submit claims to	
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PO Box 982974	
El Paso, TX 79998-2974	
EDI Payer 128VA	
Submit grievances and appeals to	
Aetna Better Health of Virginia	
P.O. Box 81139	
5801 Postal Road	
Cleveland, OH 44181	
VACARFA-2	

			
FAMIS			
JOHN Q SAMPLE		PCP Name	
Member ID		PCP Phone	
123456789		FAMIS ID	
Group Number	HKP00200	PCP/Specialist	\$0/\$0
BC/BS Plan	923	Outpatient	\$0
RxBIN:	020107	Inpatient	\$0
RxPCN:	FM	Emergency	\$0
RxGRP:	WQWA	Rx	\$0/\$0

		anthem.com/vamedicaid	
Member Services:	800-901-0020		
Provider Services:	800-901-0020		
TTY:	711		
24/7 NurseLine:	800-901-0020		
Behavioral Health Crisis Line:	844-429-9620		
Authorization:	800-901-0020		
Dental*	888-912-3456		
Pharmacy Member Services:	833-207-3120		
Help for Pharmacists:	833-263-4452		
		*Department of Medical Assistance Services program	
HealthKeepers, Inc. P.O. Box 27401 Mail Drop VA2002-N500 Richmond, VA 23279			
HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. FAMIS is a program of the Commonwealth, administered by DMAS in partnership with HealthKeepers, Inc.			
Claims Filing Address:	Contractor ID		
Post Office Box 27401	0047003253		
Richmond, VA 23279			
VA23 1/23			

			
		Medicaid	
Member name: XXXXXXXX Program name: FAMIS Preferred language: English Medicaid ID #: 123456789 Subscriber ID #: 123456789 Effective date: xx/xx/xxxx		Pharmacy RxBIN: BIN number RxPCN: RXPCN RxGRP: RXGRP	
In case of emergency, go to the nearest emergency room or call 911			
Member numbers Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:			
24/7 Pharmacy Help Line	Provider Services		
Behavioral Health Crisis	Rx Prior Authorization		
Care Coordination	Member Services		
Dental: (888) 912-3456 24/7 Nurse Advice Line: (833) 514-1809			
Providers/Hospitals: For prior authorization, claims, eligibility, and general information, please call Member Services (see above).			
Submit claims to: Medical/Hospital: Molina Healthcare PO Box 22637, Long Beach, CA 90801 Pharmacy: Molina Healthcare 7050 Union Park Center, Suite 200 Midvale, UT 84047			
General mailing address: Molina Healthcare 3829 Gaskins Road Richmond, VA 23233			
MolinaHealthcare.com			

(sample MCO ID FAMIS cards continued)



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Member Name: JOHN DOE
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 Group Number: SCP
 Medicaid/Rx ID: 999999999999
 PCP Name: JANE DOE
 PCP Phone: 123-456-7899
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*Detailed plan information at sentarahealthplans.com **FAMIS**


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 Pharmacist Help Desk: 1-844-604-9165
 Dental: 1-888-912-3456

Medical Claims PO Box 8203 Kingston, NY 12402	Behavioral Health Claims PO Box 8204 Kingston, NY 12402	Sentara Health Plans PO Box 66189 Virginia Beach, VA 23466
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Health Plan (80840) 911-87726-04



Member ID: 001500013 Group Number: VAMDN

Member:
 NEW M ENGLISH
 Medicaid ID: 9999999995
 PCP Name:
 DOUGLAS GETWELL
 PCP Phone: (717)851-6816

Payer ID: 87726



Rx Bin: 610494
 Rx GRP: ACUVA
 Rx PCN: 4900

No Copays

0501 UnitedHealthcare Community Plan of Virginia - FAMIS
 Administered by UnitedHealthcare of the Mid-Atlantic, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

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Dental:	888-912-3456	TTY 711
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