# FirstCare Member ID Card

It's important to carry your FirstCare Health Plans member ID card with you at all times. To view or print a temporary copy of your ID card, log on to myFirstCare Self-Service at my.FirstCare.com or download the myFirstCare app.

For questions about your ID card or to request a new card in the mail, please contact FirstCare Customer Service at **1-800-884-4901**.

SAMPLE ID CARD

FirstCare HEALTH PLANS

①Group: TRS-ActiveCare
Group #: ②
③Network:
Benefit Effective Date: ④

SUBSCRIBER ⑤
John Sample
DOB:

DEPENDENTS
Jane Sample

⑥MEMBER ID

IN-NETWORK PLAN BENEFITS
Adult PCP/Spec:
Pediatric PCP/Spec: ⑦
Emergency Room: *
Coinsurance:
Deductible: ⑧
Rx: *
Deductible may apply.

⑨ PHARMACISTS ONLY OPTUMRx
OptumRx® Help Desk: 855-205-9182
BIN: 610011 **PCN:** IRX
GRP: SWPFCHCOM

TDI

TRS ActiveCare

- ❶ Group name
- ❷ Group ID number
- ❸ Network name
- ❹ Benefit effective date
- ❺ Member name
- ❻ Member ID number
- ❼ Copays/coinsurance
- ❽ Deductible
- ❾ Pharmacy/prescription drug info

FOR PROVIDERS ⑬
Electronic Claims:
• Availity: 94999
• CareVu: 94999
• Change Healthcare/ Emdeon
 P: TH003 I: 12T03

Paper Claims: ⑭
FirstCare Health Plans
PO Box 211342
Eagan, MN 55121

Prior Authorization:
1-800-884-4905

Card Issue Date:
05/01/2019

FOR MEMBERS
This card is for identification only and does not guarantee current membership or coverage.

Important Information:
• In a medical emergency, call 9-1-1 or go to the nearest emergency facility.
• **Customer Service: 1-800-884-4901** ⑩
 (TTY/TDD: 1-800-562-5259)
• Virtual Care (telehealth): 1-800-718-5082 ⑪
• 24/7 Nurse Line: 1-855-828-1013 ⑫
• Self-Service Portal: my.FirstCare.com
• To avoid out-of-network costs and provider balance billing, find a provider at FirstCare.com/FindAProvider.

- ❿ Customer service phone number
- ⓫ Virtual Care (telehealth) phone number
- ⓬ 24/7 Nurse Line
- ⓭ Information for providers
- ⓮ Claims mailing address

CUSTOMER SERVICE: FirstCare.com/TRS ▪ 1-800-884-4901

Note: This is a sample member ID card. Information on your ID card may vary based on your plan benefits.

FirstCare.com/TRS