How to read your member ID card

PriorityHealth®

FRONT

PriorityHealth®

Contract number: 900000000-00 ①
Name: JOHN Q SAMPLE ②
Group # and name: 700000, GROUP NAME ③
Health plan: PriorityHMO + HSA ④

priorityhealth.com

① **Contract number:** Your member ID number is unique to you.

② **Name:** Your first and last name.

③ **Group # and name:** Your group number is unique to your plan type or employer.

④ **Health plan:** The name of your plan.

BACK

Members: For information on benefits, eligibility, and other questions about your health plan, you can call the Customer Service Helpline at 800.446.5674, log in at *priorityhealth.com* to send us a message or check your plan documents.

For mental health and substance abuse benefits and assistance call 800.673.8043.

NOTE: All inpatient hospital services (except ER) and some outpatient services need pre-approval (prior authorization) from Priority Health. Please speak with your provider or call us for more information.

To find a provider in your network, log in at *priorityhealth.com* to access the Find a Doctor tool.

If you're a provider:
Within Michigan call 800.942.4765 for Eligibility/Benefits/Prior authorization.
Outside of Michigan call 833.300.3628 for Eligibility/Benefits/Prior Authorization.

Submit medical claims to: Priority Health,
PO Box 232, Grand Rapids, MI 49501-0232.
EDI Payer ID 38217.

For electronic claims submission instructions, visit *priorityhealth.com/claims*.

NOTICE: Possession of this card or obtaining prior authorization does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.

FF This plan is sponsored by: Priority Health
Benefits are not insured by Cigna or affiliates.

Prescription: Yes
Rx BIN: 003858
Rx PCN: A4
Rx Group #: PHCMRCL

③ **Cigna.**
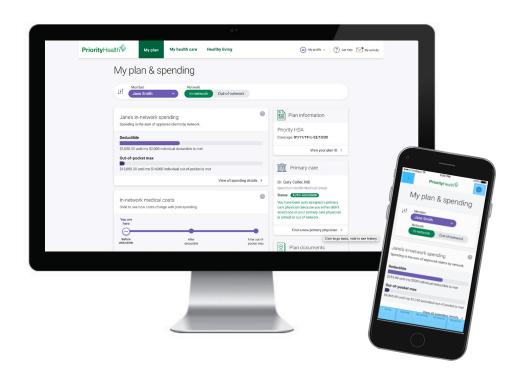**Cigna Open Access**
AWAY FROM HOME CARE

① **Member:** Phone numbers for Customer Service and assistance with mental health and substance abuse.

② **Provider:** Whenever you receive care, your provider will need this information.

③ **Cigna logo:** The Cigna logo indicates you have access to the Cigna Open Access Plus (OAP) network if you need care when you are outside the state of Michigan.[1]

Visit *member.priorityhealth.com* to find more information on benefits, download forms, and more.

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Get the most from your plan: Go digital.

Download the Priority Health app or sign up at *member.priorityhealth.com* to access your personalized health insurance plan information anytime, anywhere. You can:

• Track your spending balances to keep your budget in check.

• Search claims and see a detailed breakdown of your care and costs.

• Set up a video visit and get virtual care when and where you need it.

And, we keep making improvements to your experience with us. Look for updates on an easier way to search for providers, services and more.