

Important Phone Numbers

IdealCare Customer Service

1-844-800-4693

Monday to Friday, 8 a.m. to 5 p.m.

Marketplace Health Insurance

1-800-318-2596 (www.HealthCare.gov)

Involve Benefit Options

(Vision Line)

1-855-279-9680

Beacon Health Options

(Behavioral Health Line)

1-855-765-9696

TTY for Hearing Impaired

7-1-1

Carenet

(24-Hour Nurse Line)

1-855-880-7019

Navitus Health Solutions

(Pharmacy Line)

1-866-333-2757

Health Services

Self-referrals for Covered Services (In-network ONLY)

- Behavioral health services (No-authorization is required for the initial 12 visits of therapy per calendar year)
- Emergency room care
- Obstetric services
- Well-women gynecological services
- Vision care, including eye glasses for members under the age of 18

For Case Management assistance

call 1-844-800-4693.

Glossary Of Health Coverage:

Premium: The amount that must be paid for your health insurance or plan. You will need to pay it monthly by the first of each month.

Co-payment: A fixed amount (Example: \$15.00) you pay for a covered health service usually when you receive the service.

Deductible: The amount you need to pay for health care services you receive before your health insurance begins to pay.

Co-insurance: Your share of the costs of a covered health care service, calculated as a percent (for example, 20%) of the allowed amount for the service. You pay coinsurance plus any deductibles you owe.

Out-of-Pocket Maximum: The most you pay during a policy period per calendar year before your health insurance pays 100% for covered health benefits. The services are based on the calendar year or healthcare/exchange plan year.
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Find a Provider

Where can I find a provider (doctor/specialist/hospital/urgent care clinic)?

- Visit <https://www.senderohealth.com/idealcareeng/providers.html> to find IN-NETWORK providers or hospitals. You can also contact Customer Service at 1-844-800-4693 for assistance.
- You will need to choose an IN-NETWORK doctor as your Primary Care Physician (PCP). Once you have selected a PCP call Customer Service to update your account and add your PCP.

You must obtain services from an **IN-NETWORK** provider. **Your plan does not offer any OUT of NETWORK benefits.**

If you need to visit an Emergency Room remember, go to an IN-NETWORK hospital

in the IdealCare Service area. The IdealCare service area includes the following counties: Travis, Hays, Bastrop, Burnet, Lee, Caldwell, Fayette and Williamson.

If you receive **Emergency Services** at an **In-Network Facility** and you receive a balance bill from a non-network facility based physician, or other health care practitioner for **Emergency Services**, please contact Member Services at 1-844-800-4693. You should **not** be balance billed for **Emergency Services** received at an **In-Network Facility**. You may be required to submit a copy of the itemized billing statement for investigation purposes.

If you are outside of the IdealCare service area and experience an emergency you should **go to the nearest Emergency Room.**

Member Portal

The IdealCare Member Portal can help you:

- Print temporary ID cards
- Order new ID cards
- Verify premiums/deductibles/co-payments and much more information

You can access our Member Portal on our website at

<https://senderohealth.com/idealcareeng/>

- Select "Members Tab"
- Click "Member Portal"
- Click "Click here to go to the Member Portal"

Payment Options:

Pay Online: <http://senderohealth.com/idealcareeng/payments.html>

(There is no fee if you pay with a Credit/ Debit Card)

Pay in Person: Take a copy of your IdealCare invoice to the Customer Service Center at your local:

- H-E-B
- Wal-Mart
- Fiesta

(A store processing fee will apply)

Pay by Mail: Send your Check/Money Order to:

IdealCare by Sendero Health Plans
P.O. Box 842773
Dallas, TX 75284-2773

Pay by Phone: Call 1-877-817-4636