

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)

Envolve (Vision)

1-855-279-9680

Beacon Health Options

(Behavioral Health Services)

1-855-765-9696

TTY for Hearing Impaired

7-1-1

24 Hour Nurse Advice Line

1-855-880-7019

Navitus (Pharmacy) Member Customer Service

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.

Some facility-based physicians or other health care practitioners may not be included in IdealCare's network and they may balance bill you for amounts not paid by the health benefit plan.

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: <https://www.senderohealth.com/idealcareeng/ccpayments.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