

IDEALCARE CLAIMS SUBMISSION NOTICE

Member Identification Number Format Change

Beginning 1/1/2017, the number of digits in the suffix of each IdealCare member ID number will be shortened by one digit, going from 000 to 00.

Claims Dates of Service 1/1/14 - 12/31/16:

Subscriber - 0001234567-000

Spouse - 0001234567-**001**

Dependent - 0001234567-002

Claims Dates of Service 1/1/17 - future:

Subscriber - 0001234567-00

Spouse - 0001234567-**01**

Dependent - 0001234567-**02**

QUESTIONS?

Contact Sendero Health Plans Network Management at 1-855-895-0475 or Providers@senderohealth.com for assistance.



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Member Identification Number Format Change

IdealCare - SEARCHERS

Member Name

Member ID#: 0001234567-00

Effective Date:

Co-payment Amounts: OV:

RX Brand: RX Generic:

ER: IP: :: RX Non-Preferred:

SP: RX Specialty: NEW Member ID Format Example

Customer Service Phone Number:

1-844-800-4693

TDI/QHP

IMPORTANT INFORMATION/INFORMACIÓN IMPORTANTE

 CUSTOMER SERVICE/ SERVICIO AL CLIENTE
 1-844-800-4693

 TTY/ LÍNEA DE AYUDA TTY
 7-1-1

 BEHAVIORAL HEALTH/ SALUD DEL COMPORTAMIENTO
 1-855-765-9696

 NURSE LINE/ LÍNEA DE ENFERMEROS
 1-855-880-7019

 VISION SERVICES/ SERVICIOS PARA LA VISTA
 1-855-279-9680

 PHARMACY/ FARMACIA
 1-866-333-2757

NOTICE TO PROVIDER: The member whose name appears on the face of this card is covered by Sendero

Health Plans for IdealCare services. For provider billing questions call 1-844-800-4693.

For UM questions call 1-855-297-9191. The UM fax number is 512-901-9724.

In case of emergency call 9-1-1 or go to the closest emergency room. After treatment, call your PCP within 24 hours.

En caso de emergencia, llame al 9-1-1 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame a su PCP dentro de las 24 horas.

Submit Professional Claims to: IdealCare, PO Box 301425, Houston, TX 77230

BIN: 610602 PCN: NVT Rx GRP: SNX

REV 12/16