

# MEMBER QUICK REFERENCE GUIDE

## 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](http://www.HealthCare.gov))

### Vision Line

1-855-279-9680

### Behavioral Health Line

1-855-765-9696

### Pediatric Dental Service Line

1-866-609-0426

### TTY for Hearing Impaired

7-1-1

### 24-Hour Nurse Advice Line

1-855-880-7019

### 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 21

### 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.

## 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 decided on a PCP, you can contact Customer Service to add the PCP on your account.

**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, 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 the 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>  
(You will not be charged a 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