



About your ID card

Your member ID card is easy to read, and easy to use




Your card contains important information, including:

- The phone number for Accolade and your member website.
- The phone number you or your health care provider will use to precertify benefits for certain services, such as inpatient hospital care.
- Claims information for health care providers and pharmacies. For verification of eligibility and benefit information.


You should always carry your ID card with you. Simply show it to your health care providers when you receive services, and to your pharmacy each time you have a prescription filled. Just ask the office staff to make a copy of the front and back of your card for their records.

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- Please ensure that you precertify with medical management, if required.
- All claims should be submitted to Meritain Health[®] at the address listed on the back of your card.
- You or your provider can call Accolade to verify eligibility of benefits or check on your claims status.
- You can call for information on a doctor or specialist who is close to you and serves your specific needs.

 Member Services and Eligibility Questions Call XXXXXX.XXXXX member.accolade.com		
Member Sample Accolade Group Group #: ACCOL Member: MEMBER NAME Member ID: FIRST NAME LAST NAME Division: 002	Medical Plan Coverage: Aetna Network  Plan: Open Choice PPO	
Important Information INN Deductible: \$XXXX/ \$XXXX OON Deductible: \$XXXX/ \$XXXX INN Out of Pocket Max: \$XXXX/ \$XXXX OON Out of Pocket Max: \$XXXX/ \$XXXX	Pharmacy Plan RXBIN: 019025 RXPCN: 8001002 RXGRP: XXXXX www.mysmithrx.com Member: 844.454.5201 Pharmacy: 844.512.3030	
*See your plan document for more information.		

Sample ID card

Member Services For questions about eligibility or plan benefits, claims, finding an in-network provider and more, ask Accolade by calling XXX.XXX.XXXXX, visiting member.accolade.com or downloading the Accolade mobile app. Nurses available by phone 24/7.	Claims Submission Mail All Claims & Correspondence to: Meritain Health PO Box 853921 Richardson TX, 75085-3921 EDI: Change Healthcare 41124 or McKesson/ Relay Health 1708 or 4561 NY Electing
	Aetna participating Doctors and Hospitals are independent providers and are neither agents nor employees of Aetna.
Provider Services This plan partners with Accolade to help coordinate patient care. For pre-certification or general provider support, please call Accolade at XXX.XXX.XXXXX or visit precert.accolade.com/XXXX to prevent delays.	PROVIDERS: visit www.meritain.com for claims support.
