

# Anatomy of a Health Insurance Card

## FRONT

1 ABC Insurance

2 PPO

3 Member Services: 1-234-567-4910

4 ID XXX123456789 Group ABCD

5 Member: JOHN SMITH

6 ME Rx

7

8

## BACK

9 Hospital Precertification  
800-123-4567

10 Mental Health / Substance Abuse Service Information Authorization  
800-123-4567

11 ABC Pharmacy Services  
Member 800-123-4567 Provider 800-123-4567

12 To locate Preferred Providers, call 800-123-4567.

13 Claims and Correspondence should be sent to:  
Mail Administrator, PO Box 12345, ABC, NY 12345

Important information about your policy can be found on your insurance card. **Every insurance card looks slightly different**, but these are some **key elements** to look for:

1. Insurance company name
2. Type of policy (HMO, POS, PPO)
3. Phone number to call with questions (May be on the front or the back of the card)
4. Member ID number (May include letters and/or numbers)
5. Member name
6. Medical coverage (ME) offered under your policy
7. Prescription coverage (Rx) offered under your policy
8. Group number (If it's a group policy)
9. Phone number the hospital should call if you must be admitted
10. Phone number to call for mental health services
11. Prescription coverage information
12. Phone number to call to locate **in-network** providers
13. Address for written communication