



## Sample Managed Care Organization (MCO) ID Cards

The new Cardinal Care Managed Care MCO ID cards replace the Medallion 4.0 and Commonwealth Coordinated Care Plus MCO ID cards.




**Aetna Better Health® of Virginia**



**Name**  
**Medicaid/Member ID #**                      **DOB**                      **Sex**  
**Language**  
**PCP**  
**PCP Phone**    **Effective Date**

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RxBIN: 610591    RxPCN: ADV    RxGROUP: RX8837  
Pharmacist Use Only: 1-855-270-2365                      

**AetnaBetterHealth.com/Virginia**

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.                      VACARD-1

In case of an emergency go to the nearest emergency room or call 911.

**Important numbers for members**

Member Services	1-800-279-1878 (TTY 711)
Behavioral Health and Substance Use Hotline	1-800-279-1878
24 Hour Nurse Line	1-800-279-1878
Dental	1-888-912-3456
Transportation	1-800-734-0430



**Important numbers for providers**

Eligibility/Preauthorization:	1-800-279-1878
Radiology Preauthorization:	1-888-693-3211

**Submit claims to**  
Aetna Better Health of Virginia  
PO Box 982974  
El Paso, TX 79998-2974  
**EDI Payer 128VA**

**Submit grievances and appeals to**  
Aetna Better Health of Virginia  
P.O. Box 81139  
5801 Postal Road  
Cleveland, OH 44181

VACARD-2

**JOHN Q SAMPLE**

Member ID	123456789	PCP Name	
		PCP Phone	
		Medicaid ID	

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Group Number	HKP00200	PCP/Specialist	\$0/\$0
BC/BS Plan	923	Outpatient	\$0
RxBIN:	020107	Inpatient	\$0
RxPCN:	FM	Emergency	\$0
RxGRP:	WQWA	Rx	\$0/\$0

[anthem.com/vamedicaid](http://anthem.com/vamedicaid)



**Member Services:** 800-901-0020  
**Provider Services:** 800-901-0020  
**TTY:** 711  
**24/7 NurseLine:** 800-901-0020  
**Behavioral Health Crisis Line:** 844-429-9620  
**Authorization:** 800-901-0020  
**Dental:** 888-912-3456  
**Transportation Service:** 877-892-3988  
**Pharmacy Member Services:** 833-207-3120  
**Help for Pharmacists:** 833-253-4452  
\*Department of Medical Assistance Services program

**HealthKeepers, Inc.**  
P.O. Box 27401  
Mail Drop VA2002-N500  
Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

**Claims Filing Address:** Post Office Box 27401  
**Contractor ID:** 0047003253  
Richmond, VA 23279

VA21 1/23

**Medicaid**

<b>Member name:</b> XXXXXXXX	<b>Pharmacy</b>
<b>Preferred language:</b> English	RxBIN: BIN number
<b>Medicaid ID #:</b> 123456789	RxPCN: RXPCN
<b>Subscriber ID #:</b> 123456789	RxGRP: RXGroup
<b>Effective date:</b> xx/xx/xxxx	

**In case of emergency, go to the nearest emergency room or call 911**

**Member numbers**  
Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:

24/7 Pharmacy Help Line	Provider Services
Behavioral Health Crisis	Rx Prior Authorization
Care Coordination	Transportation
Member Services	

**Dental:** (888) 912-3456  
**24/7 Nurse Advice Line:** (833) 514-1809

**Providers/Hospitals:**  
For prior authorization, claims, eligibility, and general information, please call Member Services (see above).

**Submit claims to:**  
**Medical/Hospital:** Molina Healthcare PO Box 22637, Long Beach, CA 90801  
**Pharmacy:** Molina Healthcare 7050 Union Park Center, Suite 200 Midvale, UT 84047

**General mailing address:**  
Molina Healthcare 3829 Gaskins Road Richmond, VA 23233

MolinaHealthcare.com

(Sample MCO ID cards continued)



**SENTARA COMMUNITY PLAN**

Member Name: JOHN DOE  
 Member Number: 9999999  
 Group Number: SCP  
 Medicaid/Rx ID: 999999999999  
 PCP Name: JANE DOE  
 PCP Phone: 123-456-7899  
 Member Effective Date: 01/01/24

RxBIN: 003858  
 RxPCN: MA  
 RxGRP: SHPMDCD




\*Detailed plan information at [sentarahealthplans.com](http://sentarahealthplans.com)

Pre-Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.


**IN CASE OF AN EMERGENCY:** Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care.

Member Services: (Hearing Impaired/Virginia Relay: 711) 1-800-881-2166  
 Behavioral Health/ARTS Crisis Line: 1-833-686-1595  
 Transportation: 1-877-892-3986  
 24/7 Nurse Advice Line: 1-833-933-0487  
 Pharmacist Help Desk: 1-844-604-9165  
 Dental: 1-888-912-3456

Medical Claims	Behavioral Health Claims	Sentara Health Plans
PO Box 8203 Kingston, NY 12402	PO Box 8204 Kingston, NY 12402	PO Box 66189 Virginia Beach, VA 23468




Health Plan (80840) 911-87726-04



Member ID: 001500001 Group Number: VACCCP

Member:  
 NEW M ENGLISH  
 Medicaid ID: 9999999991  
 PCP Name:  
 DOUGLAS GETWELL  
 PCP Phone: (717)851-6816

Payer ID: 87726



Rx Bin: 610494  
 Rx GRP: ACUVA  
 Rx PCN: 4900

0501 UnitedHealthcare Community Plan  
 Administered by UnitedHealthcare Insurance Company

In case of emergency call 911 or go to nearest emergency room. Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [myUHC.com/CommunityPlan](http://myUHC.com/CommunityPlan) or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral: 844-752-9434	TTY 711
Dental: 888-912-3456	TTY 711
NurseLine: 800-842-3014	TTY 711
Transportation: 833-215-3884	TTY 711

For Providers: UHCprovider.com 844-284-0146  
 Claims: PO Box 5270, Kingston, NY, 12402-5270  
 Preauthorization: 844-284-0146

Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334  
 For Pharmacists: 1-855-873-3493

The new Cardinal Care Managed Care MCO FAMIS cards (below) replace the MCO FAMIS ID cards.



**Aetna Better Health® of Virginia**



**Name**  
**Medicaid/Member ID #**                      **DOB**                      **Sex**  
**Language**  
**PCP**  
**PCP Phone**    **Effective Date**

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RxBIN: 610591    RxPCN: ADV    RxGROUP: RX8837  
 Pharmacist Use Only: 1-855-270-2365    

**AetnaBetterHealth.com/Virginia**

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In case of an emergency go to the nearest emergency room or call 911.

**Important numbers for members**

Member Services	<b>1-800-279-1878 (TTY 711)</b>
Behavioral Health and Substance Use Hotline	<b>1-800-279-1878</b>
24 Hour Nurse Line	<b>1-800-279-1878</b>
Dental	<b>1-888-912-3456</b>


**Important numbers for providers**

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 PO Box 982974  
 El Paso, TX 79998-2974  
 EDI Payer 128VA

**Submit grievances and appeals to**  
 Aetna Better Health of Virginia  
 P.O. Box 81139  
 5801 Postal Road  
 Cleveland, OH 44181

VACARFA-2




**FAMIS**



**JOHN Q SAMPLE**  
 Member ID  
 123456789

PCP Name  
 PCP Phone  
 FAMIS ID

Group Number	<b>HKP00200</b>	PCP/Specialist	<b>\$0/\$0</b>
BC/BS Plan	<b>923</b>	Outpatient	<b>\$0</b>
RxBIN:	<b>020107</b>	Inpatient	<b>\$0</b>
RxPCN:	<b>FM</b>	Emergency	<b>\$0</b>
RxGRP:	<b>WQWA</b>	Rx	<b>\$0/\$0</b>



[anthem.com/vamedicaid](http://anthem.com/vamedicaid)

Member Services:	<b>800-901-0020</b>
Provider Services:	<b>800-901-0020</b>
TTY:	<b>711</b>
24/7 NurseLine:	<b>800-901-0020</b>
Behavioral Health Crisis Line:	<b>844-429-9620</b>
Authorization:	<b>800-901-0020</b>
Dental*:	<b>888-912-3456</b>
Pharmacy Member Services:	<b>833-207-3120</b>
Help for Pharmacists:	<b>833-263-4452</b>



\*Department of Medical Assistance Services program

HealthKeepers, Inc.  
 P.O. Box 27401  
 Mail Drop VA2002-N500  
 Richmond, VA 23279

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. FAMIS is a program of the Commonwealth, administered by DMAS in partnership with HealthKeepers, Inc.

Claims Filing Address:                      Contractor ID  
 Post Office Box 27401                      0047003253  
 Richmond, VA 23279

VA23 1/23

**Medicaid**

**Member name:** XXXXXXXX  
**Program name:** FAMIS  
**Preferred language:** English  
**Medicaid ID #:** 123456789  
**Subscriber ID #:** 123456789  
**Effective date:** xx/xx/xxxx

**Pharmacy**  
 RxBIN: BIN number  
 RxPCN: RXPCN  
 RxGRP: RXGRP

**In case of emergency, go to the nearest emergency room or call 911**

**Member numbers**  
 Call (800) 424-4518 (TTY/TDD: 711) for information about your benefits which may include:

24/7 Pharmacy Help Line	Provider Services
Behavioral Health Crisis	Rx Prior Authorization
Care Coordination	Member Services

**Dental:** (888) 912-3456  
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**General mailing address:**  
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MolinaHealthcare.com

(sample MCO ID FAMIS cards continued)



**SENTARA COMMUNITY PLAN**

Member Name: JOHN DOE  
 Member Number: 9999999  
 Group Number: SCP  
 Medicaid/Rx ID: 99999999999  
 PCP Name: JANE DOE  
 PCP Phone: 123-456-7899  
 Member Effective Date: 01/01/24

RxBIN: 003858  
 RxPCN: MA  
 RxGRP: SHPMDCD



\*Detailed plan information at [sentarahealthplans.com](http://sentarahealthplans.com) **FAMIS**


Pre-Authorization may be required for: hospitalization, outpatient surgery, therapies, advanced imaging, DME, home health, skilled nursing, acute rehab, or prosthetics.  
**IN CASE OF AN EMERGENCY:** Call 911 or go to the nearest emergency room. Always call your Primary Care Physician for non-emergent care.

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Member Services: *(Hearing Impaired/Virginia Relay: 711)* 1-800-881-2166  
 Behavioral Health/ARTS Crisis Line: 1-833-686-1595  
 24/7 Nurse Advice Line: 1-833-933-0487  
 Pharmacist Help Desk: 1-844-604-9165  
 Dental: 1-888-912-3456

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<b>Medical Claims</b> PO Box 8203 Kingston, NY 12402	<b>Behavioral Health Claims</b> PO Box 8204 Kingston, NY 12402	<b>Sentara Health Plans</b> PO Box 66189 Virginia Beach, VA 23466
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Health Plan (80840) 911-87726-04



Member ID: 001500013 Group Number: VAMDN

Member:  
 NEW M ENGLISH  
 Medicaid ID: 9999999995  
 PCP Name:  
 DOUGLAS GETWELL  
 PCP Phone: (717)851-6816

Payer ID: 87726



Rx Bin: 610494  
 Rx GRP: ACUVA  
 Rx PCN: 4900

No Copays

0501 UnitedHealthcare Community Plan of Virginia - FAMIS  
 Administered by UnitedHealthcare of the Mid-Atlantic, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 07/14/22

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [myUHC.com/CommunityPlan](http://myUHC.com/CommunityPlan) or call. Member Customer Service Hours 8:00 am-8:00 pm local time.

Member Services/Behavioral:	844-752-9434	TTY 711
Dental:	888-912-3456	TTY 711
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