

Understanding Your Benefits ID Card



Your benefits ID card may look different from other cards you've had, but it has all the information you'll need about your plan.

Your card includes the contact information for your TPA (Third-Party Administrator), the main point of contact for your health plan. They handle it all!

- ✓ Answer all your questions - just call the phone number on the card
- ✓ Direct you to the right medical provider
- ✓ Send you an Explanation of Benefits (EOB) that detail your plan coverage for each claim

When you go to a healthcare provider for care, there are a few "rules of the road."

- At check-in or registration, provide your benefits ID Card.
- If they have questions, tell them to call the provider phone number on the card.
- If they indicate that they don't accept your insurance, encourage them to call the provider phone number to verify your eligibility for benefits.
- At any time, if you are asked to pay up front, immediately call your TPA to speak to someone who will work through the issue right away.

Have questions about your coverage? Call the number on your benefits ID Card.

Your TPA works closely with ELAP Services. We are also here for you:
Phone: 1-800-977-7381 | Fax: 1-888-560-2447

