

New member cards are in the mail!

1) WHAT'S HAPPENING? All Apple Health Core Connections (AHCC) members will receive a new member identification (ID) card with new pharmacy information. **This new card will replace the existing ID card.** Be on the lookout for these new ID cards!

2) WHY IS THIS HAPPENING? To better serve our members, we're updating our pharmacy system. So, the pharmacy information on the ID cards has been updated.

3) WHEN IS THIS HAPPENING? Start using your new card on May 1, 2017.

4) WHAT IF A MEMBER DOESN'T HAVE THE NEW CARD YET? Don't panic, coverage for pharmacy services has not changed. Members can still receive pharmacy services if needed before the new card arrives. Call us at **1-844-354-9876**. Remember, providers, members and partners can call us with any questions about ID cards or for assistance 24 hours a day, seven days a week, 365 days a year.

If a member does not receive the new ID card by May 8th it could mean we don't have the correct address. Please call us so we can ensure every member has the correct ID card.

5) DO PHARMACIES KNOW THIS IS HAPPENING? Yes they received notification with the new pharmacy information for Coordinated Care members.

6) WHAT DOES THE NEW CARD LOOK LIKE? We highlighted the changed information:



7) DID THE MEMBER NUMBER OR PROVIDER ONE/MEDICAID NUMBER CHANGE? No. Just the pharmacy information in the top right corner and the pharmacy phone number on the back of the card.

8) WHAT WILL THE ENVELOPE FOR THE NEW CARDS LOOK LIKE?



Call Apple Health Core Connections at 1-844-354-9876 with any ID card questions. Calling us is the fastest way to get answers and support.