

# TEMPORARY MEMBER ID CARD



Memorial Hermann Health Plan, Inc.  
Memorial Hermann Health Solutions, Inc.  
Memorial Hermann Health Insurance Company  
Memorial Hermann Commercial Health Plan, Inc.

Group Name:

Group Number:

Dear Member,

Memorial Hermann Health Solutions administers your health insurance coverage.

Your permanent member ID cards are on their way, but you may utilize this document as a temporary member ID card for you or your health care providers to contact us to verify eligibility or benefits. You or your health care providers can just call our Customer Service

Navitus Health Solutions LLC is your plan's pharmacy benefit manager. The Navitus pharmacy network includes more than 68,000 pharmacies nationwide. Most national chains and many local pharmacies are included.

Go to <https://www.navitus.com/> to compare drug prices, map your way to the nearest network pharmacy, place refills for home delivery medications, organize your health history, and much more. The pharmacist just needs to give the following information regarding your plan: BIN: 610602, PCN: NVT, Grp: MHB.

To find health care providers near you who participate in the Memorial Hermann HMO Network, go to [healthplan.memorialhermann.org](http://healthplan.memorialhermann.org), choose "Members" and then "Find a Doctor".

Thank you for this opportunity to serve you, and please let us know whether we may be of further assistance.

Memorial Hermann Health Solutions Customer Service

**Primary Network:** Memorial Hermann HMO Network

**I-Plan:** MH7

**Wrap Networks for Residents Outside the HMO Service Area:** PHCS Dep

**Subscriber Name:**

**Subscriber Number:**

## Claims Submission

### Medical Claims:

929 Gessner Road Suite 1500  
Houston, TX 77024

### To send claims electronically:

EDI Payer ID: MHHNP

### Optum Behavioral Health Claims:

P.O. Box 30757  
Salt Lake City, UT 84140  
EDI Payer ID: 87726

## Network



In emergency situations the PHCS network applies to subscribers/covered dependents when traveling outside the plan service area.

## Customer Service

### Member Customer Service:

Memorial Hermann Health Solutions, Inc.  
855.645.8448

### Provider Customer Service:

Memorial Hermann Health Solutions, Inc.  
855.645.8448

### Teladoc:

800.835.2362

### Optum Behavioral Health:

888.383.8145

### Prior Authorization:

855.645.8448  
[www.healthplan.memorialhermann.org](http://www.healthplan.memorialhermann.org)

Refer to your summary plan description for complete benefits, limitations and exclusions.

THIS CARD IS NOT A GUARANTEE OF COVERAGE.