

Oxford Member ID Card Transition

We continue to bring the best of UnitedHealthcare and Oxford together. One way we're doing this is by transitioning to a new logo on all member materials, including our member identification (ID) card. Our new ID card was also redesigned to help simplify the health care experience for members and physicians. **Members' medical benefits are not affected by this change.**

Oxford members will continue to have broad access to participating physicians, online technology and all of the benefits and services they have come to expect, including the same Customer Service team and phone number.

We have provided an explanation of changes you will notice on the new ID card. Members, brokers, physicians, and facilities should call their dedicated service line or Oxford representative with questions.

Here is the new logo you will see on new member ID cards, as well as on all future Oxford communications:



Old Oxford member ID card sample

OXFORD
HEALTH PLANS®
A UnitedHealthcare Company

Freedom Plan®
John Doe
123456*01
Office Copay: \$20.00
Specialist Copay: \$30.00

CAM Copay: \$30.00
Dental P

Rx Member ID: 123456789321 001 RxGrp: OXFRDHP RxBIN: 123456

New Oxford member ID card sample

UnitedHealthcare
OXFORD

Health Plan (80840) 911-06111-07
Member ID: 999999999 Group Number AA1234
Member: SUBSCRIBER BROWN
Payor ID 06111

medco
Rx Bin 610014
Rx Grp OXFRDHP
Rx Member ID: 99999999912406 001

Copay: Ov / Spec / ER
\$99 / \$99 / \$999

DOI - 0501

Freedom Plan(R) Access (SM)
Underwritten by Oxford Health Insurance, INC

Questions? Call Member Services: **800-444-6222** Call an Oxford On-Call Nurse: **800-201-4911**

Precertification (prior review by Oxford) is required for hospital admissions, surgical procedures, and certain other services as described in your plan materials. Check your plan documents for information/responsibilities on precertification and benefits. By the use of this card, I hereby consent to the release to Oxford and its delegates of any medical information needed to enable Oxford to administer my coverage.

Healthcare Providers Can Call: 800-666-1353
Submit Claims to: PO Box 7082, Bridgeport, CT 06601
Submit Claims Electronically to Payer ID 06111

www.oxfordhealth.com

UnitedHealthcare®
Choice Plus Network
Available - NY north of Ulster County
and all other states except CT and NJ

In-Network
Referral
Required



Pharmacy Cust Svc: **800-905-0201** Pharmacists: **800-922-1557**
Oxford Health Plans (NY), Inc.

medco

For emergencies, call 911 or your local rescue unit.

Printed: 10/24/08

Precertification is required for certain services, as described in your member documents. You may be penalized if you fail to obtain a required precertification.
For Members: www.oxfordhealth.com 888-201-3080
On-Call Nurseline: 800-201-4911

For Providers: www.oxfordhealth.com 800-666-1353
Medical Claim Address: PO Box 7082, Bridgeport, CT 06601

shared savings
MultiPlan

NO
Referral
Required

UnitedHealthcare®
Choice Plus Network
Available - NY north of Ulster County
and all other states except CT and NJ

Pharmacy Claims: PO Box 7082 Bridgeport, CT 06601
For Pharmacist: 800-922-1557 Members: 800-905-0201

New Oxford member ID card sample (front)

New Oxford member ID card sample (back)

Oxford ID card changes

- 1 **The Oxford logo you're used to seeing has been replaced with our new, UnitedHealthcare/Oxford logo:**



- 2 **Key information will be grouped together:**
 - Copayments listed in front lower left corner
 - Pharmacy information in box in front lower right corner
 - Includes the Medco logo (your pharmacy provider), and the Rx Bin and Rx Grp numbers
 - Pharmacy copayments will not be printed on the cards, unless required by state law
 - The **Rx Member ID** number will no longer be printed on the front of the ID card. Pharmacy claims can be submitted using the Rx Bin and Rx Grp numbers.
 - Member information section on back
 - Provider information section on back
- 3 **Member ID card format:**
 - The format no longer requires an asterisk between the seven-digit member ID number and the two-digit suffix indicator
 - Providers submitting claims will no longer enter an asterisk between the seven-digit member ID number and the two-digit suffix indicator

Example: Before: 1234567*01
After: 123456701

- 4 **Copayment information:**

- Only two (2) standard copayment types will appear on the ID card:
 - Office (PCP copayment)
 - Spec (Specialist copayment)
 - Other copayment types will no longer appear on the ID card (e.g., Alt Med, Dual)
 - The amount of each copayment will appear below the copayment type
- Example: Office/Spec
\$25/\$50

- 5 **Individual group company logos** will be located in the front upper right corner for groups that require their logo on the ID card

Can members request a duplicate ID card?

Yes. Members can request an additional ID card through Oxford Customer Service, *Oxford Express*® our interactive voice response (IVR) system, or our Web site at oxfordhealth.com.

Where can members get more information?

Members, brokers, physicians, and facilities should call their dedicated service line or Oxford representative for more information.



Easy. Innovative. Oxford.