

Member Identification Card

Alliance
ALAMEDA
FOR HEALTH

Health care you can count on.
Service you can trust.

JOHN DOE
Member ID: 000000000-00
DOB: 00/00/0000
Sex: M PLang: English
CIN: 00000000A

HIGHLAND OUTPATIENT CLINIC
Primary Care: HIGHLAND OUTPATIENT CLINIC
Phone: 510-437-4800

Effective: 00/00/2008

Group: MCAL

This card does not guarantee eligibility

Alameda Alliance for Health
Provider Inquires: (510) 747-4510
Send Claims: PO Box 2460
Alameda, CA 94501

Copays: OV \$0 ER \$0 RX \$0

↑ THIS IS YOUR MEMBER ID CARD. REMOVE ALONG THE DOTTED LINE. ↑

Welcome to Alameda Alliance for Health

THIS IS YOUR MEMBER ID CARD

Check to make sure all the information on the card is correct. If the information on the card is not correct, call Member Services at 510-747-4567 and we will issue you a new card immediately.

ALWAYS CARRY YOUR MEMBER ID CARD WITH YOU

- Remove the card along the dotted lines.
- Fold on the crease.
- Keep it in your Alliance card holder.
- Carry it with you at all times.

MEMBER SERVICES

Alameda Alliance for Health offers its Members many services. Below is a partial list of services we provide our Members. For a complete listing of Member services please refer to your Evidence of Coverage or Member Handbook. We hope that you use these services.

- **Member Services:** Multilingual representatives who will help you with the services you need. Call 510-747-4567, Monday - Friday, 8 am - 6 pm.
- **Health Promotion:** Provides classes and materials to help you and your family stay healthy. For information about classes and special programs, such as Asthma and Diabetes Management call 510-747-4577.
- **Interpreter Services:** If you speak another language, we can have an interpreter attend a doctor's appointment or a Health Promotion class with you. If you would like this free service, call Member Services at 510-747-4567.
- **Member Committee:** Our Members have an active role in improving the services we provide our Members. If you are interested in participating on the Member Committee, call Member Services at 510-747-4567.

**For Physicians/
Medical Staff/Pharmacy:**

This card is for identification only. To verify member eligibility, call 510-747-4505.

Out-of-plan emergency services will be reimbursed without prior authorization.

For Members:

Always carry this card with you. For day or after-hours and weekend care, call your doctor's office listed on the front of this card.

Member Services can answer your questions and help you find or change your doctor. Call us at 510-747-4567, or TTY: 510-747-4501
Monday – Friday, 8 a.m. – 6 p.m.

Emergency Care:

If you think you have an emergency, go to the closest emergency room or call 911. An emergency is a sudden health problem with severe symptoms that needs treatment right away.

WE CARE ABOUT YOUR HEALTH

Alameda Alliance for Health wants to be your partner in good health. To help support that partnership we recommend that:

Babies get their shots (immunizations)

- Babies should get their shots at 2, 4, 6, 12 and 15 months.
- These shots can help prevent diseases, such as mumps and measles.
- Shots are free of charge from your Alliance doctor.

You see your Doctor (Primary Care Provider or PCP) for regular check-ups

- An initial check-up in the first 120 days of enrollment will help your doctor, or your children's doctor, get to know about your health. Your doctor is your partner in keeping you and your family healthy, and can provide you with resources and programs that can support your health goals.
- Your doctor will talk with you about ways to stay healthy.

When you are pregnant, seek prenatal care

- Early and regular prenatal care can help you and your baby stay healthy.

WE CARE ABOUT WHAT YOU THINK

How you feel about us is important and we want to hear from you. Feel free to call Member Services at 510-747-4567 with your comments.

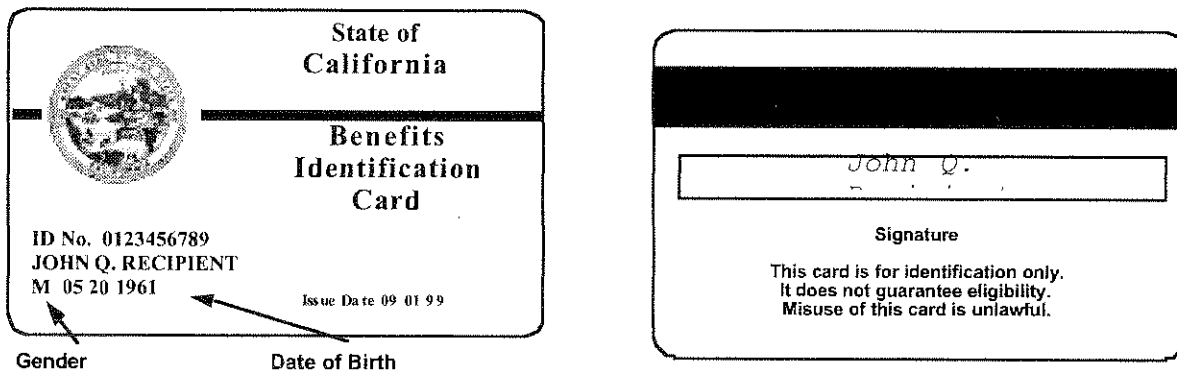
Eligibility: Recipient Identification Cards

The Department of Health Services issues a plastic Benefits Identification Card (BIC) to each Medi-Cal recipient. In exceptional situations, county welfare departments may issue paper cards to individuals (see "Paper ID Cards for Immediate Need and Minor Consent Program Recipients" information on a following page in this section). It is the provider's responsibility to verify that the person is eligible for services and is the individual to whom the card was issued. Eligibility verification should be performed prior to rendering a service.

Benefits Identification

Card (BIC)

Possession of a BIC is not proof of Medi-Cal eligibility because it is a permanent form of identification and is retained by the recipient even if he or she is not eligible for the current month. See sample BIC below.



Sample Benefits Identification Card (BIC).

(Actual card size = 3 1/8 x 2 3/8 inches; white card with blue letters on front, black letters on back.)

Second ID Helps Confirm Recipient's Identification

If a recipient is unknown to a provider, the provider must make a "good faith effort" to verify the recipient's identification before rendering Medi-Cal services.

A "good faith effort" means verifying the recipient's ID by matching the name and signature on the Benefits Identification Card against the signature on a valid California driver's license, a California identification card issued by the Department of Motor Vehicles, another acceptable picture ID card, or other credible document of identification.

Exception: The requirement does not apply when a recipient is receiving emergency services, is 17 years of age or younger, or is in a Long Term Care facility.