Member ID Card

Call our Customer Care Center at **866-514-4194 (TTY: 711)**

Deductible is the amount you owe during a coverage period (usually one year) for covered health care services, before your health plan begins to pay.

Number to call for claims and insurance questions and 24-Hour Nurse Advice Hotline



Network

Plan/geographic area

Product Type

Plan you purchased and providers you can see

Member Number

Use your Member # at wellfirstbenefits.com to:

- Access your member certificate
- Review details of your health coverage

When possible, go to your primary care provider first

For **urgent care** or medical **emergency**

Get the Right Care: Your primary care provider (PCP) is your contact for routine care needs. Your PCP can assist with preventive services and office visits.

Urgent Care/Emergency Care: If you have serious medical needs, seek care at an urgent care center or emergency room. In life-threatening emergencies dial 911.

24-Hour Nurse Advice Line: For care guidance outside of normal working hours, our Nurse Advice Line has nurses to assist with questions or guide you to the appropriate location for care.

Contact us for questions regarding *prior authorizations *inpatient admissions in and out of network *care outside of our service area and help finding a First Health provider

"Please refer to your plan materials for your additional financial responsibility.
Providers send claims to: WellFirst Health • PO Box 56099 • Madison, WI 53705
Electronic Payer ID #: 39113

This card is for identification purposes and does not constitute proof of eligibility. Welfirst Health products are underwritten by SSM Health Insurance Company Form Date: 10,71,0,10,10

*Copay Fixed amount when you receive care

Deductible Amount you pay before insurance pays

Emergency Paid if you aren't admitted

Room Copay (see member certificate for more details)

