



PO Box 2140
Folsom, CA 95763

FORWARDING SERVICE REQUESTED

MEMBER NAME
MBR ADDRESS
CITY STATE, ZIP

Enclosed are your new Medical Plan ID Card(s).

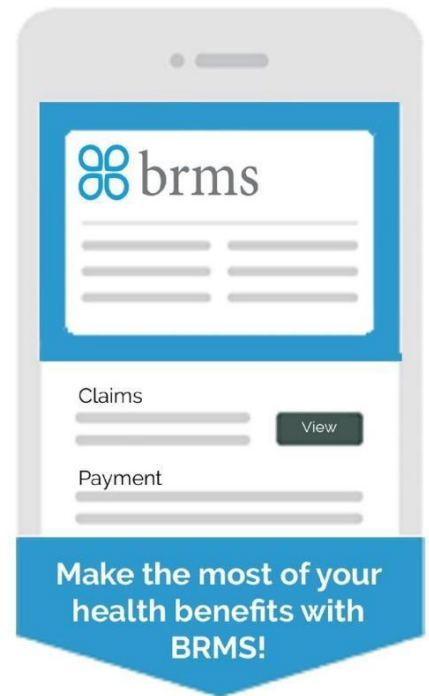
Benefit & Risk Management Services (BRMS) provides administrative services for your Dignity Health Ventura Medical Plan. We are dedicated to providing the highest quality service in claims administration and management of your employer sponsored benefit plans.

Please provide your medical plan ID card information to all your doctors, hospitals, and labs. Your medical ID card provides key information to make sure you get the right coverage, pay the correct copayments and/or deductible and experience smooth claims processing.

Capital Rx is the pharmacy benefit manager. If you have any questions about your pharmacy benefits, contact Capital Rx at 1-844-306-6901 or log on to <https://app.cap-rx.com/login>.

Providing you with superior quality service is our top priority. Should you have any questions please contact BRMS member services at 1-866-750-0576. BRMS can be reached Monday - Friday, 7:00 a.m. to 6:00 p.m. PT.

To assist you in accessing your Dignity Health Ventura Medical Plan benefits, we have prepared information for you on the following page.



Access the BRMS website at brmsonline.com/dignityhealth to review benefit plan information, find a provider, submit medical ID card requests, or print temporary medical ID plan cards. You can also view and print explanation of benefits (EOB) statements, and much more!



Importance of Primary Care Physician (PCP)

While your medical plan does not require you to designate a PCP, it is important to establish a relationship with someone you consider 'your doctor'.

A PCP gives you and your dependents a valuable resource as a personal health advocate and maintains the physician-patient relationship. They aid their patients in coordinating medical and hospital services and their overall healthcare needs, such as:

- Managing all your preventative care and routine medical needs
- Recommending specialists, if needed
- Ordering the laboratory and radiology tests you need
- Coordinating hospital services, if needed

To find a PCP for you or your covered dependents, log on to: brmsonline.com/dignityhealth

If you have questions, please contact BRMS member services at: **1-866-750-0576**

For more benefit plan information and a list of Network Providers visit:
brmsonline.com/dignityhealth

Know Before You Go



Saving money by seeing a provider in the Tier 1 Dignity Health Preferred Network. If you are enrolled in the DHMP Ventura EPO, most facility-based services must be received at a Tier 1 provider unless it is not available in your market. If the facility-based service is not available at Dignity Health Preferred Network (Tier 1) facility in your market, then you may use any Tier 1 facility outside of your market or, if authorized, any Anthem Blue Cross National PPO Network (Tier 2) facility for the services and the plan pays the Tier 1 benefit level. You can search for in-network providers using the Dignity Health Tier 1 Provider Search tool on your plan specific page at brmsonline.com/dignityhealth



Capital Rx provides your pharmacy benefits. Have a question about a prescription? Call Capital Rx at 1-844-306-6901 or log onto <https://app.cap-rx.com/login>



MyHealthBenefits is mobile responsive and can be downloaded to your smart device home screen. Visit www.myhealthbenefits.com and follow the instructions to download.

Understanding Your ID Card Dignity Health Ventura Medical Plan

Your medical plan ID card is your direct link to healthcare. Remember to carry your ID card and show it to physicians and other providers whenever you need care. Please encourage your healthcare providers to make a copy of the front and back of this ID card, as it contains information necessary for the accurate submission and processing of claims.

WHAT INFORMATION IS INCLUDED ON YOUR ID CARD?

1. Eligibility Information

- Your eligibility information for the Dignity Health Ventura EPO or Dignity Health Ventura PPO; Employee (the enrolled member's name); Identification Number (enrolled member's ID number).

2. Medical Plan Group Number

- The number associated with your Dignity Health Ventura Medical Plan.

3. Prescription Identification

- Identifies who provides your medical pharmaceutical plan.

4. Dependents

- The dependents that are covered on your plan.

5. Plan Name / Copays

- The name of the medical plan you are enrolled in, and the copay amounts you are responsible for.

6. Claims Submission

- Claims submittal mail address.

7. Member Customer Service

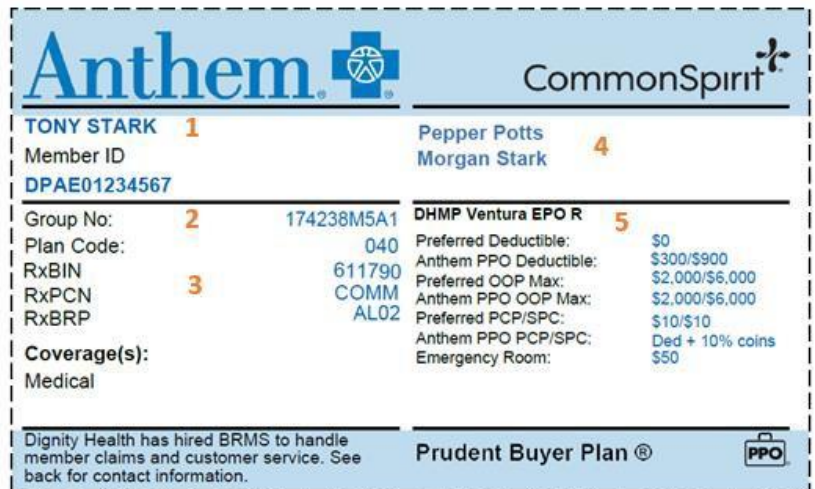
- BRMS Member Services – All plan questions
- Coverage While Traveling – Call when you have coverage questions when traveling outside of CA
- 24 Hour Nurse Line – Nurses available to provide advice to you 24/7



There are some phone numbers for Providers Only and they are:


- Provider Only Claims Inquiries
- Pre-Authorization Review
- Anthem Behavioral Health

8. Telehealth

- Sign up through the LiveHealthOnline website or download the app and get immediate access to a board-certified doctor 24/7, using your smartphone, tablet, or computer.



Anthem  **CommonSpirit** 

TONY STARK 1	Pepper Potts 4
Member ID DPAE01234567	Morgan Stark
Group No: 2 174238M5A1	DHMP Ventura EPO R 5
Plan Code: 040	Preferred Deductible: \$0
RxBIN: 611790	Anthem PPO Deductible: \$300/\$900
RxPCN: 3 COMM	Preferred OOP Max: \$2,000/\$6,000
RxBRP: AL02	Anthem PPO OOP Max: \$2,000/\$6,000
Coverage(s):	Preferred PCP/SPC: \$10/\$10
Medical	Anthem PPO PCP/SPC: Ded + 10% coins
	Emergency Room: \$50
Dignity Health has hired BRMS to handle member claims and customer service. See back for contact information.	Prudent Buyer Plan 



Anthem  anthem.com

BRMS Member/Provider Services* 1-866-750-0576
brmsonline.com/dignityhealth
brmsprovidergateway.com 7

MEMBERS: When submitting inquiries always include your member number from the face of this card. Possession or use of this card does not guarantee payment.

PROVIDERS: Please submit claims to your local Blue Cross Network and/or Blue Shield Plan. To ensure prompt claims processing, include the 3-digit alpha prefix that precedes the patient's identification number listed on the front of this card.

Send ALL Medical claims to: 6
 Anthem Blue Cross
 P.O. Box 60007 Los Angeles, CA 90060-0007
 Payor ID: 47198

Coverage While Traveling	1-800-810-BLUE
Pre-Authorization Review Provider	1-800-274-7767
Claims Inquiries	1-800-688-3828
24 Hour Nurse Line	1-800-700-9184
Anthem Behavioral Health	1-866-470-6244
Capital Rx Member Services	www.cap-rx.com

Telehealth: livehealthonline.com 8
 *Contracts directly with the group

Anthem Blue Cross Life and Health Insurance Company provides administrative services only and does not assume any financial risk or obligation with respect to claims. Blue Cross of California, using the trade name Anthem Blue Cross, administers claims on behalf of Anthem Blue Cross Life and Health Insurance Company and is not liable for benefits payable. Independent licensees of the Blue Cross Association.

 Pharmacy Benefits Administrator*