

May 17, 2021

RE: New Prevea360 Health Plan Member ID Cards

In June 2021, Prevea360 Health Plan will be issuing new member ID cards for all members except those enrolled in Prevea360 Health Plan Medicare Advantage and State of Wisconsin Employee Trust Fund (ETF) plans.

Copay amounts will be removed from the new member ID cards; however, group numbers and member IDs are not changing. Copay amounts are being removed to create space for deductible and out-of-pocket limitation amounts in preparation for the future federal No Surprises Act which mandates that these specific amounts be on member ID cards. The Health Plan is assessing timing for these additions which may not occur until later this year.

As a reminder, current member eligibility and copay amounts are to be obtained from real-time eligibility sources only — the 270/271 Eligibility and Benefit Inquiry and Response transaction or the Eligibility application in the Prevea360 Health Plan Provider Portal. The information in these transactions also includes real-time details about a member’s cost share, deductible, and coinsurance amounts. Providers may call our Customer Care Center at 877-230-7555 with any questions about a member’s eligibility and coverage.

Additionally, effective July 1, 2021, we are changing our provider wrap networks from MultiPlan to First Health to deliver healthcare to members outside of the provider network service area. The new member ID cards also will be updated with the First Health logo. This change does not affect Prevea360 Health Plan’s primary network of providers in our online directory.

Below is a draft version of the updated Prevea360 Health Plan member ID card, subject to change. Please note that member ID cards also vary by product and may differ from the images shown in the link.

		Network: Prevea360 Group Number: XXXXXXXXXXXXX Product Type: HMO prevea360.com
Member Name	Member #	
TEST TEST	012345678901	
TEST TEST 1	012345678902	
TEST TEST 2	012345678903	
TEST TEST 3	012345678904	
Deductible*: Individual \$XXXXX • Family \$XXXXX Out of Pocket Max*: Individual \$XXXXX • Family \$XXXXX <small>*Please refer to your plan materials for your additional financial responsibility. PCN: 6104 • BIN: 610602</small>		
Customer Care: 877-230-7555 (TTY 711) • Prevea Care After Hours: 888-277-3832		

<p>Get the Right Care: Your primary care provider (PCP) is your contact for routine care needs. Your PCP can assist with preventive services, office visits and overall guidance to the right care.</p> <p>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 or seek immediate medical care.</p> <p>24-Hour Prevea Care After Hours Advice Line: Available to Wisconsin residents only. For care guidance outside of normal working hours, our 24-Hour Prevea Care After Hours Center has registered nurses who can assist with care questions or guide you to the appropriate location for care.</p> <p>Certain Services Require Authorizations: Contact us for any questions regarding: • prior authorizations • inpatient admissions in and out of network • care outside of our service area and need help finding a First Health provider.</p> <p>Providers send claims to: Prevea360 Health Plan • PO Box 56099 • Madison, WI 53705 Electronic Payer ID #: 39113</p> <p style="text-align: right;"></p> <p style="font-size: small; text-align: center;">This card is for identification purposes and does not constitute proof of eligibility. Form Date: XX/XX/XXXX</p>
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Please contact your Prevea360 Health Plan Provider Network Consultant if you have any questions. To locate your assigned Provider Network Consultant, go to prevea360.com/For-Providers.aspx and scroll to the bottom of the page. When specified, please contact the Provider Network Consultant for your specialty. If your specialty does not have a designated Provider Network Consultant, contact the Provider Network Consultant listed for your county.