HAVING ELIGIBILITY ISSUES?

Are you on the Harrison Trust Plan and been told that you or a family member don’t have health insurance by your pharmacist or your doctor’s office but you know that you do?

There are a number of reasons that this can happen. Here’s what you can do.

On December 1st, 2017 the Harrison Trust contracted with a new Prescription Benefit Manager, Providence Health Plans. Providence PBM issued new ID Cards with a new ID number, specific to prescriptions only. Below is the new ID card for Prescriptions only. If you provide this card to your Medical, Dental or Vision Providers, you will be told you don’t have insurance. This card only works for prescriptions. Prescription ID cards will come in each individual person’s name in your family.

You may ask, “What ID Card do I present to utilize my Medical Benefits”?

Below is an example of the ID card used for Medical.

What is that you say? You threw that ID card away when you received the Providence Prescription card?

No problem, The Trust office can order you a new card. It will look a little different and it will have a different ID number. Call the Trust office and we will order a new card for
you. It usually takes 7-10 business days to arrive in your mailbox. Additionally, we will be mailing everyone a new card in the next week.

You need two ID cards to utilize your benefits. One for Medical, Dental and Vision and an additional card for Prescriptions. Please make sure that you present the correct card to the appropriate providers.

**Please note:** If you are on the Providence Medical plan or Kaiser Medical plan, Your ID cards will be different and there hasn’t been any changes.

**Is your Provider still having trouble verifying your benefits even though you gave your Provider the correct ID card?**

The Trust Office recently underwent a software upgrade. The upgrade resulted in new ID numbers being generated for all Participants. The Provider online portal that is used to verify benefits and eligibility for Medical and Dental has had a little trouble adjusting to the upgrade and the new ID numbers, resulting in Participants not being found in the Provider Portal. The best way to find a Participant in the Provider Portal is to search by the patients name and date of birth.

In the coming weeks you will receive a mailing with new ID cards. The ID cards will come in the Employees Name only, but will be good for the entire family. The ID cards will have a **New Look** and a **New ID Number**. Be sure your providers have your new ID card with your new ID number.

**Let’s Review:**
- Two ID Cards are needed; One for Medical/Dental and Vision and an additional card for Prescription.
- If you threw your old Medical ID card away, look for your new medical card in the mail.
• It takes 7-10 business days for new ID cards to arrive.
• Medical ID cards will only come in the Employee’s name.
• Prescription ID cards will come for each individual in the family.
• There will be a mass mailing of new Medical ID cards to all Participants on the Harrison Trust plan
• Yes, the Trust office has a new address.
• If your Provider states that you are not eligible for benefits, asked if they searched for you by name and date of birth.

If you have any questions or concerns please do not hesitate to contact the Trust Office at 503-224-0048 or 1-800-547-4457 ext. 1679.