Provider Bulletin

News and Information

June 15, 2020

UCare to Roll Out A New Member ID Card Format

Beginning Aug. 1, 2020, UCare will introduce a new member ID card design for all products that will be issued for members who join UCare or seek a replacement ID during the remainder of this year.

UCare will not replace the cards issued earlier this year (Refer to the current Member ID Card Tip Sheet for examples of the current ID cards) for its other members. Providers should accept both ID card designs for the remainder of 2020. All members will have cards with the updated format after Jan. 1, 2021.

What’s Changed?

Several subtle changes have been introduced with the new member ID card design:

- Cards for all product types will now be two-sided.
- Cards will display the card issued date instead of the coverage year.
- Cards for UCare plans with copayments will include copay information for several services. Following are examples of some of the abbreviations used:
  - ER (for Emergency Room)
  - OV (Office Visit)
  - UC (Urgent Care)
  - SP (Specialty Visit)

Member-specific copayment/coinsurance information continues to be available on the Provider Portal. Generic copayment information is available on the product tip sheets (On Eligibility & Authorization page under General UCare Product Information).

New UCare Member ID Cards

Below is an example of how the back of the new UCare Member ID cards will look.
Following are examples of how the fronts of the new cards could look based on the product.