

Important Phone Numbers

IdealCare Customer Service

1-844-800-4693

Monday to Friday, 8 a.m. to 5 p.m.

Marketplace Health Insurance

1-800-318-2596 (www.HealthCare.gov)

Pharmacy Hotline

1-866-333-2757

24-Hour Nurse Advice Line

1-855-880-7019

Vision Hotline

1-855-279-9680

Pediatric Dental Hotline

1-866-609-0426

24-Hour Behavioral Health Crisis Line

1-855-765-9696

TTY for Hearing Impaired

7-1-1

Health Services

Self-referrals for Covered Services (In-network ONLY)

- Behavioral health services (No-authorization is required for the initial 12 visits of therapy per calendar year)
- Emergency room care
- Obstetric services
- Well-women gynecological services
- Vision care, including eye glasses for members age 21 and under

For Case Management assistance

call 1-844-800-4693.

Glossary Of Health Coverage:

Premium: The amount that must be paid for your health insurance or plan. You will need to pay it monthly by the first of each month.

Co-payment: A fixed amount (Example: \$15.00) you pay for a covered health service usually when you receive the service.

Deductible: The amount you need to pay for health care services you receive before your health insurance begins to pay.

Co-insurance: Your share of the costs of a covered health care service, calculated as a percent (for example, 20%) of the allowed amount for the service. You pay coinsurance plus any deductibles you owe.

Out-of-Pocket Maximum: The most you pay during a policy period per calendar year before your health insurance pays 100% for covered health benefits. The services are based on the calendar year or healthcare/exchange plan year.

Find a Provider

Where can I find a provider (doctor/specialist/hospital/urgent care clinic)?

- Visit <https://www.senderohealth.com/idealcareeng/providers.html> to find In-Network providers or hospitals. You can also contact Customer Service at 1-844-800-4693 for assistance.
- You will need to choose an In-Network doctor as your Primary Care Physician (PCP). Once you have decided on a PCP, you can contact Customer Service to assign the PCP of your choice and order a new ID Card with the change. You can also select a PCP assignment in the Member Portal.

You must obtain services from an In-Network Provider. Your plan does not offer any Out of Network benefits.

If you need to visit an Emergency Room, go to an In-Network hospital within the IdealCare Service area. The IdealCare service area includes the following counties: Travis, Hays, Bastrop, Burnet, Lee, Caldwell, Fayette and Williamson.

If you receive Emergency Services at an In-Network Facility and you receive a balance bill from a non-network facility based physician, or other health care practitioner for Emergency Services, please contact Member Services at 1-844-800-4693. You should not be balance billed for Emergency Services received at an In-Network Facility. You may be required to submit a copy of the itemized billing statement for investigation purposes.

If you are outside of the IdealCare service area and experience an emergency you should go to the nearest Emergency Room.

2019 Member Portal

The IdealCare Member Portal can help you:

- Select or change your PCP and print temporary ID card
- View and print Explanation of Benefits (EOB)
- View your Grace Period status

You can access the 2019 Member Portal by visiting: <https://idealcare.mediview.net>. In order to register for the 2019 Member Portal, you will need your 2019 Member ID along with the IdealCare BIN Number: 610602.

2019 Payment Portal

The IdealCare Payment Portal can help you:

- Verify premiums, payments and invoices.
- View Summary of Benefits (SBC) which include deductible/co-payment amounts

You can access the 2019 Payment Portal by visiting: <https://senderohealth.softtheon.com/Marketplace>. In order to register for the 2019 Payment Portal, you will need the Subscriber Exchange ID listed on your account.

Payment Options:

Pay Online: <http://senderohealth.com/idealcareeng/payments.html>

You will not be charged a fee if you pay with a Credit / Debit Card.

Pay in Person: Take a copy of your IdealCare invoice to the Customer Service Center at your local:

- H-E-B
- Wal-Mart
- Fiesta

A store processing fee will apply.

Pay by Mail: Send your Check/Money Order to:

IdealCare by Sendero Health Plans
P.O. Box 842773
Dallas, TX 75284-2773

Pay by Phone: Call 1-877-817-4636