

Individual, Large Group, Small Group | CO, CT, GA, IN, KY, ME, MO, NV, NH, NY, OH, VA, WI

We must request identifying information to help with member issues

April 11, 2022

To comply with HIPPA guidelines, we must ask for identifying information when you request assistance with a member issue.

You will be asked to provide the case name or number and the member's:

- Name
- Healthcare ID (HCID) or Social Security number
- Date of Birth

Sharing this information in your request will also allow us to help you faster.

If you have any questions, please contact your service representative.