

December 29, 2009

New Member ID Cards for Passport Advantage HMO

Passport Advantage (PAD), a Medicare Advantage Special Needs Plan, will distribute new gold member ID cards to all members by December 31, 2009.

Member ID Card Changes

The new member ID cards include an updated sunflower design along with a **change to the members' ID number**. Previously, member ID cards had a prefix of Q4M followed by the eight digits and suffix of two zeros. As shown below, new PAD member ID cards will now have a **prefix of zero, followed by eight digits and a suffix of two zeros**.

Old:



New:



Pharmacy Action Needed:

- For PAD members presenting with an **old** ID card, continue to submit claims using the normal process.
- For members presenting with a **new** ID card, submit claims using the member ID without the prefix 0.
- **Please do not turn members away if Argus denies for eligibility.** Please verify member eligibility online through the Argus IPNS POS processing system or by calling PAD Provider Services at (800) 578-0775.

Member Services TTY Number Changing

Beginning January 1, 2010, the PAD Member Services TTY telephone number will be 1-800-648-6056. All other telephone numbers will remain the same.

Questions/Difficulties

If you experience any difficulties or have questions regarding this communication, please contact the PerformRx HelpDesk at 1-866-533-5490.