

Training For Using Your BEN-E-LECT ID Card At The Doctor's Office

On any insurance plan, when someone goes to the doctor or any medical provider we must show our Insurance Identification or ID Card. It is the same with your BEN-E-LECT Plan.

However, with your BEN-E-LECT Plan you will carry two ID Cards. One is your Insurance Carrier ID Card and the second is your BEN-E-LECT ID Card. Your BEN-E-LECT ID Card will reflect your copay for "Office Visits."

To make this easy BEN-E-LECT provides a handy ID Card wallet so that you can easily keep both ID Cards together. So, please be sure to keep both cards together.

The first two questions are always the same when you go to see your doctor. "Who is your insurance company" and "What is your copay."

Your BEN-E-LECT ID Card wallet makes answering these questions easy. Simply show your BEN-E-LECT ID Card wallet so the provider's office can easily see the name of your insurance carrier and what you will pay for your copay.

Please note: If you only show one ID Card then the provider will not be able to submit your claim properly and may ask you to pay more than your required share.

If for any reason your provider does not understand how your BEN-E-LECT plan works or asks for more than the copay reflected on your BEN-E-LECT card, simply direct the provider to call your BEN-E-LECT Customer Service Department.

Please remember to keep both ID Cards in your BEN-E-LECT ID Card wallet.

One Final Note: Typically you only need to show your ID Cards once to a provider as most providers will make copies of your ID Cards for their file. However, it is always a good idea to keep your BEN-E-LECT ID Card wallet with you to help direct your providers to call BEN-E-LECT with any questions.