

## Get to know your new member ID card.

Gravie makes it easy for you to get the care you need when you need it. Part of that is helping you understand the different ways that you and your providers use **your member ID card**.

### Plan information

This is the information your provider will need when you receive care. Find your member ID, group number, and effective date here.

### Who's covered

Find specific member ID numbers for anyone included on your plan.



### Network logo(s)

The logo of your network(s) appears here. If your provider is in-network with a logo on your card, they are in-network with your Gravie health plan.

### Important information on the back of your card:

- Specific claims information, such as Payer ID, how to submit claims, and more
- A unique QR code to access plan details and a breakdown of your network logos
- Contact information for Gravie Care® and Provider Services, when you have questions pertaining to your health benefits



### Tips for using your ID card:






- **Always show your new ID card to your provider**, even if your plan is the same as the previous year. Your most recent card includes updated contact and plan information to help everyone work more efficiently when processing your benefits.
- **Review your network**, indicated by the logo in the top right corner of your ID card, to check that your provider is in-network.
- **Have a provider with coverage questions?** Direct them to call Gravie's Provider Services phone number at [877.684.3984](tel:877.684.3984), also listed on the back of your card.
- **If a provider says they don't accept Gravie**, remind them of the network logo on your card. **If they accept the network shown, they accept Gravie!**

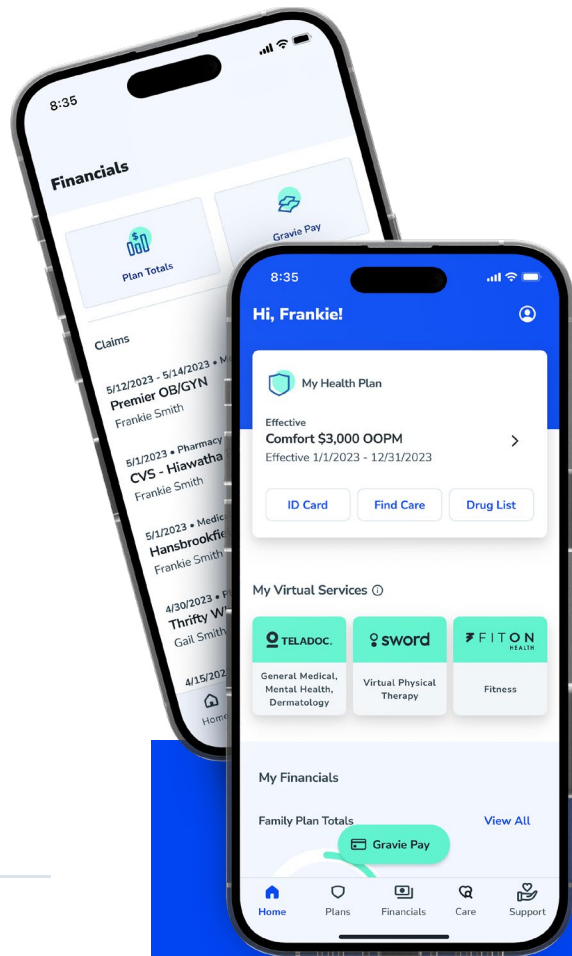
**Tell your provider to submit claims directly to Gravie, not the network.**

The address for submitting claims is on the back of your ID card.

## Benefits at your fingertips

Download the Gravie mobile app to access all your favorite Gravie benefits in one simple place. Use the Gravie app from anywhere to get the care you need, when you need it.

-  **Access your digital ID card** on the spot 24/7 — no need to check your wallet before leaving the house!
-  **See what's covered** by your plan
-  **Find in-network** providers, clinic, pharmacies, and more near you
-  **Review claims** and track expenses throughout the year
-  **Connect with Gravie Care** — licensed experts available to answer all your health benefits questions



**Need additional guidance? Gravie Care has you covered.**

Give us a call at [866.863.6232](tel:866.863.6232), weekdays from 7 a.m. to 6 p.m. CST, or send us a secure message at [member.gravie.com/contact](https://member.gravie.com/contact).

Download the app  
by scanning the  
QR code with your  
mobile device.

