



PCS PREVIEW

Member Name **SAMPLE MEMBER**
 Member ID **00000000101**
 Job ID **2131254**


Processed Date **04/27/2026**
 Expected Mail Date
 Actual Mail Date


Mail to Address
SAMPLE MEMBER
100 ANY ST
ANYWHERE, PA 15221


Card Front


Card Back


Card Slab 1 of 1

 X00001










UPMC HEALTH PLAN


**UPMC BUSINESS ADVANTAGE PPO
 Premium Network
 SAMPLE MEMBER
 Member ID: 00000000101**
 Group #: 021005-316

COST SHARING:	
PCP: \$0/20	ER: \$150
Specialists: \$40	RX: \$0/10/25/25/20%
INN DED: \$300/600	INN OOP: \$1500/3000
OON DED: \$600/1200	OON OOP: \$3750/7500

www.upmchealthplan.com

T0000X 

Member Services/Prescription Questions: 1-833-280-8505 (TTY: 711)
 Monday to Friday from 8 a.m. to 6 p.m.
UPMC MyHealth 24/7 Nurse Line: 1-866-918-1591 (TTY: 711)
UPMC Health Plan Behavioral Health Services: 1-888-251-0083.
Emergencies: Go to the nearest medical facility/provider. If admitted, hospital must notify UPMC Health Plan.
Unplanned care while traveling/Students/Dependents living away from home:
 To locate care in your area, call Member Services at 1-844-881-4146
Pharmacist Help Desk: 1-800-396-4139 (Rx Grp:PMDC Rx Bin:028686 PCN:A4)
Claims Submissions: Submit to PO Box 2999, Pittsburgh, PA 15230. Payer ID: 23281
Ohio SuperMed PPO Providers: Submit to PO Box 94648, Cleveland, OH 44101.
Providers: Precertification must be obtained for services as specified in the member's plan. Acquiring precertification does not guarantee payment for the service reviewed. Please call to verify eligibility. Benefits are not insured by Cigna or affiliates.

AWAY FROM HOME CARE


Copayments are due to providers at time of service. Member identification cards are nontransferable. Benefits are provided by your employer through an administrative agreement with UPMC Benefit Management Service, Inc. UPMC Health Plan is a trade name of UPMC Health Plan, Inc., and its affiliated companies.
 176 **04/27/2026**

UPMC Health Plan
U.S. Steel Tower
600 Grant Street
Pittsburgh, PA 15219

1000-99900000



SAMPLE MEMBER
100 ANY ST
ANYWHERE, PA 15221

IMPORTANT INFORMATION ABOUT YOUR MEMBER IDENTIFICATION CARD

Dear SAMPLE,

Attached is your replacement member identification (ID) card. **The RX Bin on the back of your card has been updated. Please discard all previously issued member ID cards and use this one when you access your medical or prescription benefits.**



Whether you're new or returning, your plan has a lot to offer. Begin by checking off the member to-do list below to make the most of your coverage.

- 1. Create a UPMC Health Plan Login.** With your Login, you can access everything you need in one place. Use it to sign in to the UPMC Health Plan member site¹ and app to review your benefits, access 24/7 video visits,² and much more.
- 2. Review your member guide.** We refresh this guide each year with new information to help you stay on top of your health and manage your care expenses with confidence. Review it at member.upmchp.com/member-guide.
- 3. Download the UPMC Health Plan app.** With our app, you can easily review your benefits, find care, access your ID card(s), track claims, and chat with our award-winning Health Care Concierge team whenever you have questions.³
- 4. Schedule a visit with your primary care provider.** Having a primary care provider (PCP) is for getting or staying healthy. Your PCP provides no-cost preventive care, helps with everyday health needs, and works with specialists to coordinate your care. To find a PCP, follow these instructions:
 - Health Plan app: Go to **Care**, then select **Search Doctors or Providers**.
 - Health Plan member site: Go to **Care**, then select **Find Care**.

Ready to get started? Learn more at upmchp.us/getstarted.



Make the switch to paperless.⁴

Access important plan documents and receive communications electronically by updating your mailing preferences in the UPMC Health Plan app or member site. It only takes a minute!



Need assistance?

Tap Help in our app to live chat with Member Services. You can also call the number on your member ID card to speak with a representative. TTY users should call **711**. Check your card for the Member Services team's hours of operation.

This health insurance policy may not cover all your health care expenses. Read your contract or member handbook carefully to determine which health care services are covered. Call 1-844-220-4785 (TTY: 711) for additional information.

¹UPMC employees can sign in to the UPMC Health Plan member site through Infonet.

²UPMC Health Plan members who are in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider, subject to availability and discretion of the provider. Members located outside of Pennsylvania at the time of service or those who select Talk Therapy or Psychiatry services will receive care from a provider employed or contracted by Online Care Network II PC (OCN), also known as Amwell Medical Group. OCN is not an affiliate of UPMC. Limitations may apply for members of ASO plans that have opted out of coverage. Providers are not available to treat members who are in Puerto Rico.

³Visit upmchealthplan.com/best for award information.

⁴If you change your communication preference to paperless, you will no longer receive plan documents in the mail. If you want to continue to receive printed plan materials in the mail, you do not need to do anything. We will continue to mail a hard copy to you unless you change your communication preferences to paperless.

