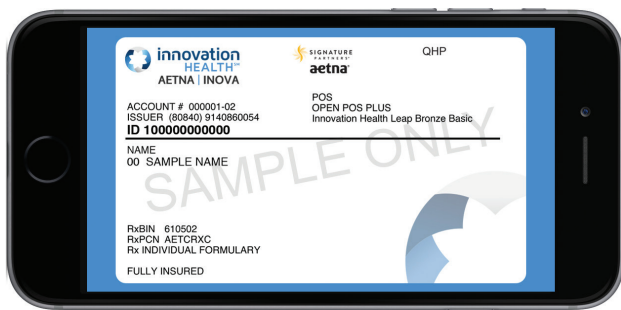


## What you need to know about digital member ID cards



Our members now have access to digital member ID cards. You can expect to see more patients showing you ID cards on their smartphones and mobile devices. They may also carry a self-printed copy. You can accept either format as valid proof of coverage. But don't worry — the digital ID card features all the information you need.

### Why go digital?

- ▶ Digital ID cards are accurate and up to date.
- ▶ They're a more secure source of benefits information.
- ▶ Producing less plastic helps our environment.

### You can verify patient eligibility without an ID card

Patients may visit your office without their member ID number or a copy of their card. You can search for patients in NaviNet®, our secure provider website, with the Eligibility and Benefits Inquiry transaction. All you need is their name and date of birth.

When you do an Eligibility and Benefits Inquiry, you'll get all the information you need. You can check membership, verify coverage and see other important information, like copays, coinsurance and deductible amounts.

### You'll have electronic access to member ID cards on NaviNet

To access the electronic image of a member ID card, submit an eligibility request for a member. You'll see an image of a generic ID card on the eligibility response screen.

Simply click the image to see a copy of the member's ID card. Then you can download the ID card to a local computer or network, or print it.

Note: Your NaviNet Security Officer must enable this feature. You may not be able to see member ID card images for all plans. Innovation Health Leap<sup>SM</sup> plan member ID card images will be available in April 2016.

Availity® also offers electronic access to member ID cards. Just visit [www.availity.com/](http://www.availity.com/).

### Still can't find the member ID number?

You can call us at **1-844-289-4503**, and press the provider option.

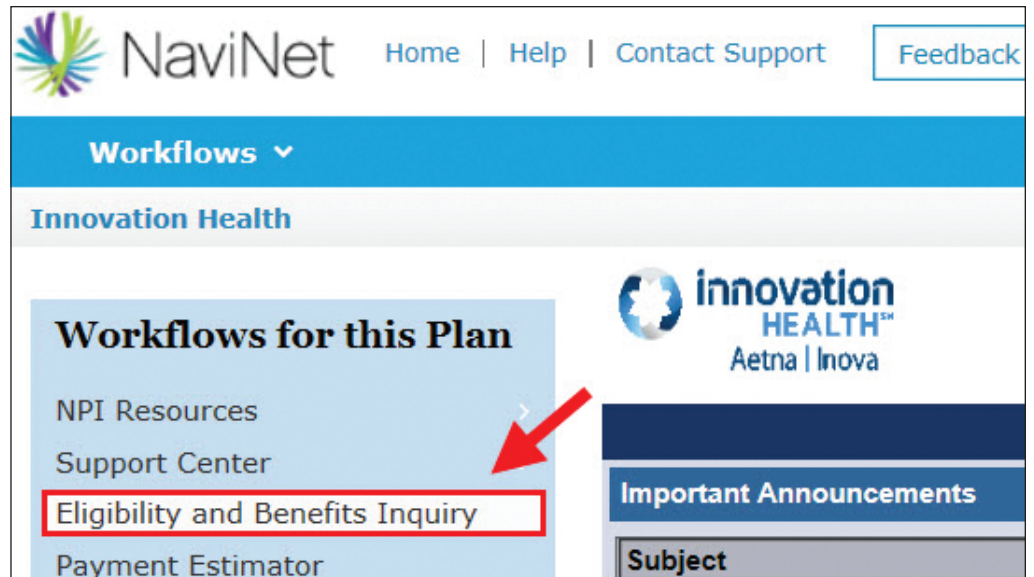
## Access the Eligibility and Benefits Inquiry transaction

**Step 1** — Sign in to NaviNet.

**Step 2** — Select “Innovation Health” from the “Workflows” menu.

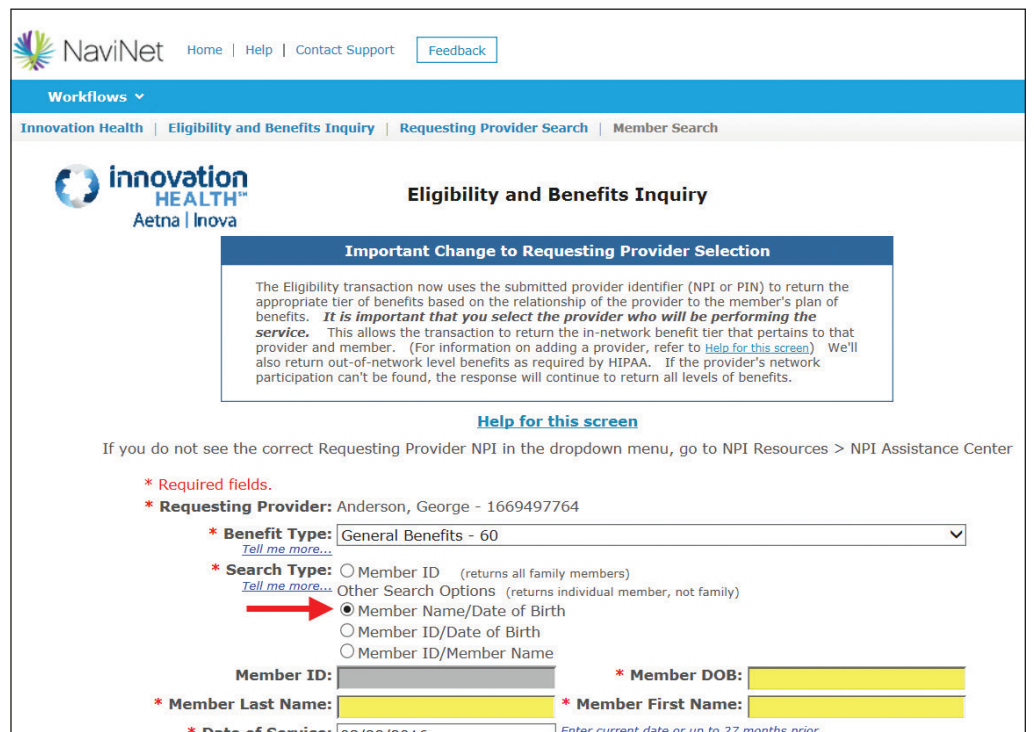
**Step 3** — Select “Eligibility” from the “Workflows for this Plan” menu.

**Step 4** — Select “Eligibility and Benefits Inquiry.”



## Search for a member without an ID number

Select the option for “Member Name/Date of Birth.”



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