

# Understanding Your Insurance Card

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Your insurance card may look different from other cards you've had, but it has all the information you'll need about your plan.

**Your card includes the contact information for your TPA (Third-Party Administrator), the main point of contact for your health plan. They handle it all!**

- ✓ Answer all your questions - just call the phone number on the card
- ✓ Direct you to the right medical provider
- ✓ Pay your eligible medical claims
- ✓ Send you an Explanation of Benefits (EOB) that detail your plan coverage for each claim

**When you go to a healthcare provider for care, there are a few "rules of the road."**

- At check-in or registration, provide your health insurance card.
- If they have questions, tell them to call the provider phone number on the card.
- If they indicate that they don't accept your insurance, encourage them to call the provider phone number to verify your eligibility for benefits.
- At any time, if you are asked to pay up front, immediately call your TPA to speak to someone who will work through the issue right away.

**Have questions about your coverage? Call the number on your insurance card.**

Your TPA works closely with ELAP Services. We are also here for you:  
Phone: 1-800-977-7381 | Fax: 1-888-560-2447

