

How to read your EOCCO Member ID Card



Your EOCCO Member ID card is the key to care. This guide helps you understand what each part of your card means and how to use it.

Your EOCCO Member ID card is mailed to you a couple of weeks after you enroll. It lets doctors, dentists, pharmacies and other providers know that you are an EOCCO member.

Bring your EOCCO Member ID card to every appointment and pharmacy visit.

Important to know

Your EOCCO Member ID card is printed in English, even if you receive other EOCCO materials in another language. This flyer explains what the information on the card means and when to use it.

If you lose your card, you can request a replacement:

- By visiting eocco.com/members/memberid, or
- By calling EOCCO Customer Service at 888-788-9821

Front of Card

Back of Card

1 **Subscriber**
John A Smith

Network
Eastern Oregon CCO

ID number
A12345678

Group number
10009552

*For urgent medical problems,
call your PCP or go to the closest
urgent care center.
In an emergency, call 911
or go to the closest hospital.*

EOCCO Customer Service
Medical and Behavioral Health: 888-788-9821
Pharmacy: 888-474-8539
Non-Emergent Medical Transportation: 877-875-4657

Send claims to:
P.O. Box 40384, Portland, OR 97240

Pharmacy Manual Claims:
P.O. Box 999
Appleton WI54912-0999

PCN: MCD
BIN: 610602
RX Group: EOCC

Navitus
provider inquiries:
844-268-9789

NAVITUS
PHARMACY BENEFITS REINVENTED™

1 Subscriber: This is where your name appears.

2 ID number (also called Member ID or Subscriber ID): This is your unique member identification number. It helps identify you as a member of the Oregon Health Plan, and providers may ask you for this number when you get care.

3 Group number: This number helps providers know which EOCCO group you are assigned to.

4 CCO plan and coverage: This section shows which services are covered by your plan, which may include:

- Physical health care
- Behavioral health care
- Dental care

5 PCP (Primary Care Provider): Your primary care provider (PCP) is listed here, if one has been assigned. Your PCP is the doctor or clinic you visit for:

- Regular checkups
- Prescriptions
- Most of your ongoing medical care

The back of your EOCCO Member ID card lists **important phone numbers** you can call if you need help with your benefits.

You can call for help with:

- **Medical and Behavioral Health services**
- **Dental care**
- **Pharmacy services**
- **Free rides to care (Non-Emergency Medical Transportation)**

EOCCO Customer Service: 888-788-9821
TTY users dial: 711

Interpreter services

If you need an interpreter, tell your doctor, dentist, pharmacist, or clinic staff. Interpreter services are available at **no cost to you**.

Dental plans

EOCCO works with two dental care plans:

- **Advantage Dental**
- **ODS Community Dental**

Your assigned dental plan will be listed on the **back of your card**.

Pharmacy plans

The numbers labeled **PCN, BIN, and Rx Group** are used by your pharmacist to process your prescriptions.

Always show your EOCCO Member ID card when you visit the pharmacy.

Emergencies

If you have a medical emergency, call 911 or go the emergency room right away.

Helpful reminders

- Bring your EOCCO Member ID card to all appointments and pharmacy visits
- Ask for an interpreter at **no cost** if you need help understanding or communicating
- Call EOCCO Customer Service at **888.788.9821** if you have questions or need support

EOCCO is here to support you and help you access the care you need.

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 888-788-9821 (TTY/TDD users, please call 711). We accept relay calls.

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 888-788-9821 o TTY 711. Aceptamos todas las llamadas de retransmisión.