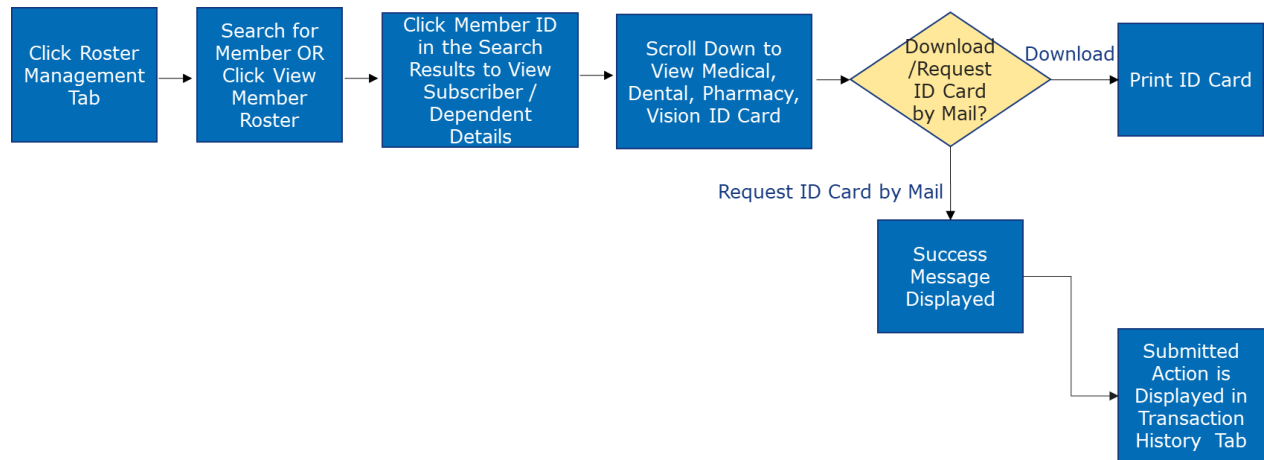# View, Download & Request ID Cards

Quick Reference Guide (QRG)

ConnectiCare

This Quick Reference Guide (QRG) will provide an overview on the process of viewing, downloading, and requesting ID cards.
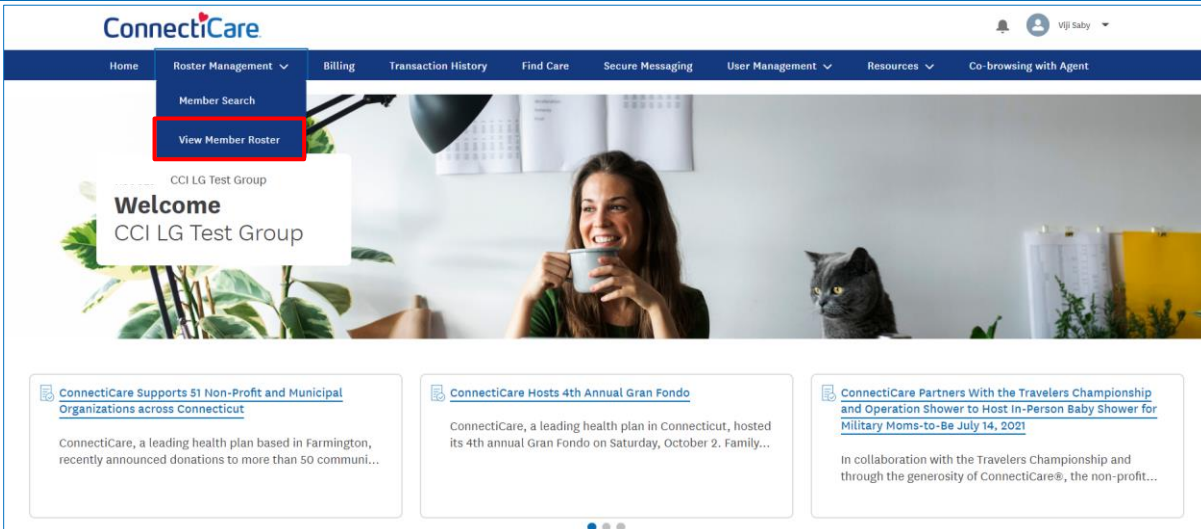.

Let us look at the steps in detail for viewing, downloading, and requesting ID cards.

Purpose: To view, download and request ID cards.
Please note that ID card options such as medical, dental vision or pharmacy will be displayed based on the membership plan.

Step 1:	1. From the **ConnectiCare Home** page, select the **Roster Management** tab.
	2. From the drop-down menu, select **View Member Roster**.

![ConnectiCare logo]

Step 2:	The **Member Roster** screen displays. 1. Click the relevant **Member ID**.

Member Roster

Search By
⦿ None   ○ Subgroup ID   ○ Subgroup Name

Member Status
All ⌄

☐ Subscriber Only   ☐ Future Effective   [Search]   [Reset Search]

Exporting search results will show more details for each member.   (Export Member Roster)

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K5500160802	BEDFORD, JOE	01/04/1999	XXX-XX-8675	Male	Child	01/01/2020	-	01/01/2020	Active
1001	1001	K5500160801	BEDFORD, SARAH	01/01/1976	XXX-XX-8786	Female	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	K5500162001	COOK, ANDREW	08/06/1967	XXX-XX-0099	Male	Subscriber	01/01/2020	-	01/01/2020	Active

Step 3:	The **Subscriber Details** screen displays. **Note**: In this example we will consider Medical ID Card. 1. Scroll down and click **Medical ID Card**.

Subscriber Details

(Subscriber Actions ⌄)

Status
Active

Termination Date
-

Member Name
SARAH BEDFORD

Member ID
K5500160801

Address
11 FIRST STREET, New York, NY, 10011

Email
-

Mobile Phone Number
-

DOB
01/01/1976

Marital Status
Married

SSN
XXX-XX-8786

Gender
Female

Referral Required
No

Member Information ⌃

Race
-

Ethnicity
Not Assigned

Language Preference
-

Home Phone
(190) 900-9090

Work Phone
-

Group ID

Subgroup Name
CCI LG TEST SUBGROUP

Subgroup ID
1001

Original Effective Date 01/01/2020	Relationship to Insured Subscriber		
PCP Name -	PCP ID -	PCP Effective Date -	
Disability Status No	Disability Type -	Disability Termination Date -	
Medicare Id	Medicare Part A Effective Date/End Date -	Medicare Part B Effective Date/End Date -	Medicare Accretion Date -

Plan	⌄
Stop Age Riders	⌄
Additional Insurance	⌄
Medical ID Card	⌄

Dental ID Card	⌄
Pharmacy ID Card	⌄
Vision ID Card	⌄
Dependents	⌄

Ask A Question

Step 4:	**Medical ID Card** displays. 1. **Click Request ID card by mail** to send a copy of the ID card to member's registered mailing address**.** Note: A success message displays. Member will get a copy of the ID card within 10 days.

Medical ID Card

ConnectiCare
an EmblemHealth company

MEDICAL

Member Name   SARAH BEDFORD
Member ID   K5500160801
Coverage Effective Date 01/01/2020
Plan Name   FLEXPOS HSA $3000/$6000 CNT 07

Rx Bin Number: 003858   PCN: A4

Customer Service Number: Contact Us:
1-800-251-7722   https://main.myconnecticare.com/contact-us

TEMPORARY

Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.

Medical ID Card

ⓘ An ID card has been requested for this member. Please allow up to 10 business days for the ID card to arrive at the mailing address we have on file for this member. There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. ConnectiCare takes no responsibility for, and is not liable for, the portal being temporarily unavailable due to technical issues.

Step 5:	1. Click **Print ID Card** to download or print an ID card. **Note: T**he ID card is downloaded as PDF document.

Medical ID Card

ConnectiCare
an EmblemHealth company   **MEDICAL**

Member Name   SARAH BEDFORD
Member ID   K5500160801
Coverage Effective Date   01/01/2020
Plan Name   FLEXPOS HSA $3000/$6000 CNT 07

Rx Bin Number: 003858   PCN: A4

Customer Service Number: Contact Us:
1-800-251-7722   https://main.myconnecticare.com/contact-us

Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.
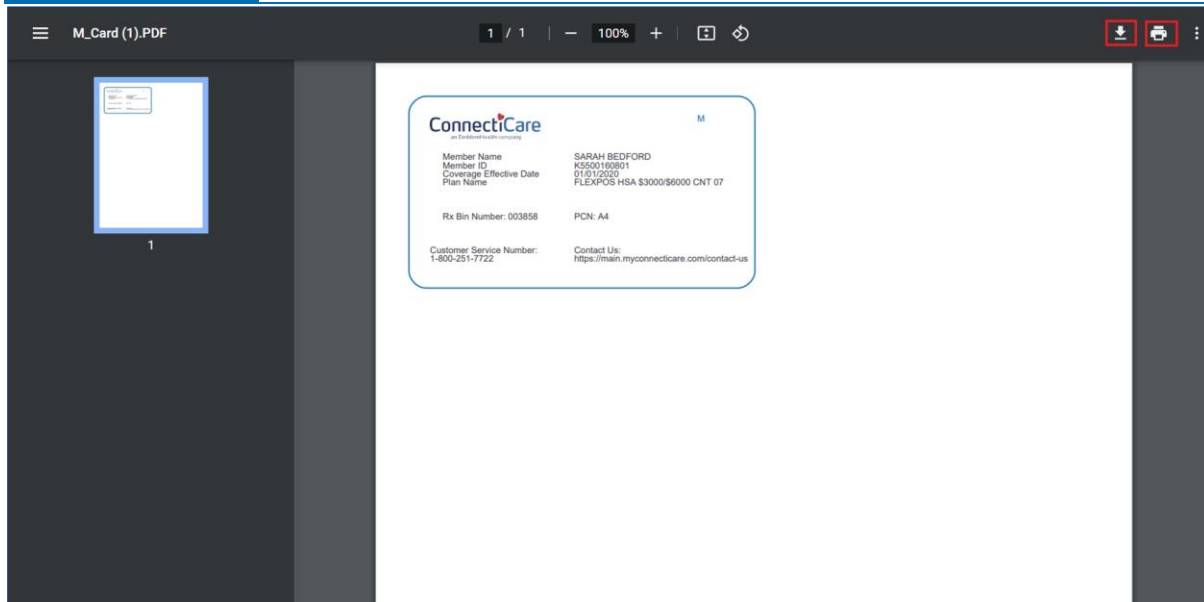
Step 6:	1. Click the PDF to view the ID card. 2. Click Download/Print icons to save and print the ID card.

M_Card (1).PDF   1 / 1   —   100%   +

ConnectiCare
an EmblemHealth company   M

Member Name   SARAH BEDFORD
Member ID   K5500160801
Coverage Effective Date   01/01/2020
Plan Name   FLEXPOS HSA $3000/$6000 CNT 07

Rx Bin Number: 003858   PCN: A4

Customer Service Number: Contact Us:
1-800-251-7722   https://main.myconnecticare.com/contact-us

Thank You