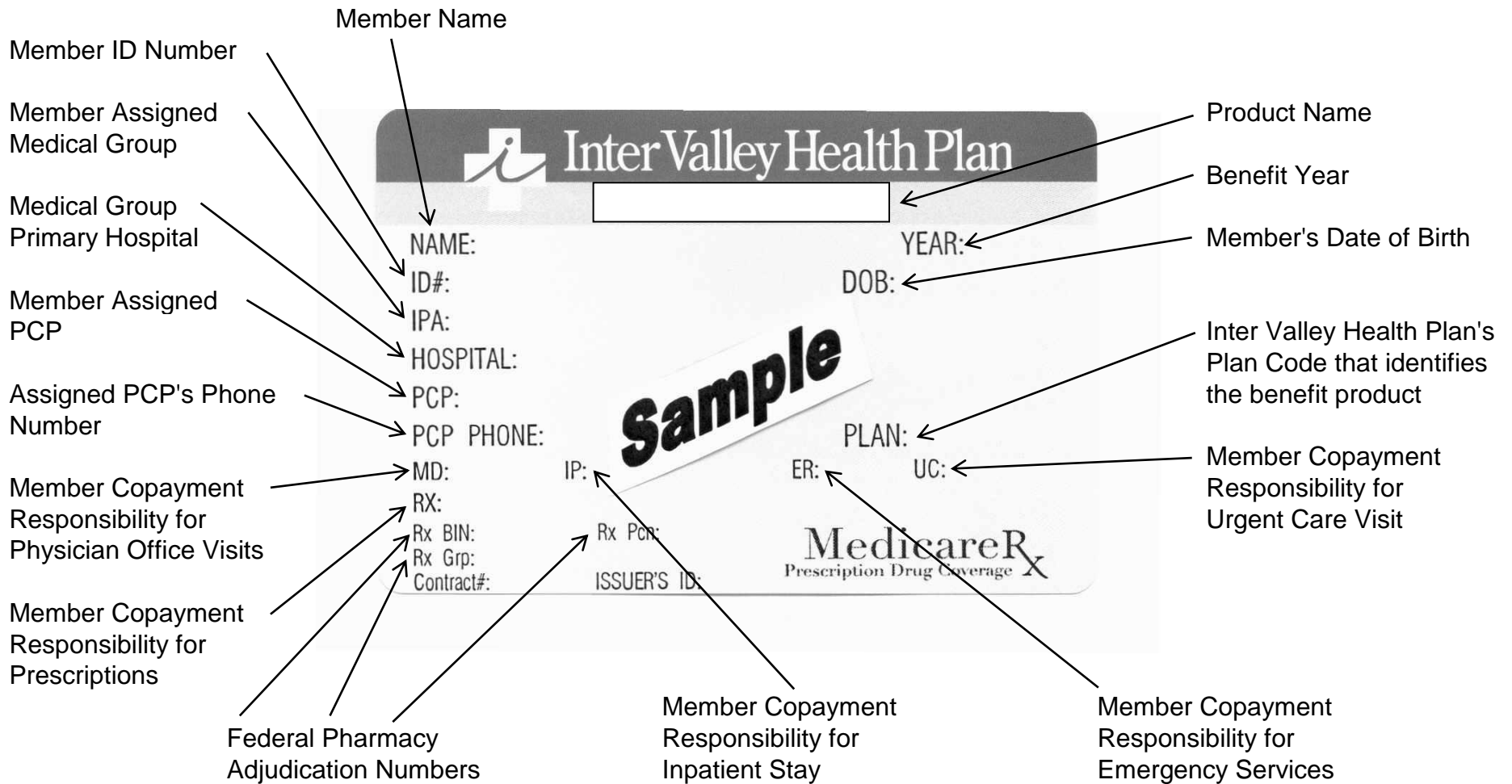


How to Read Your ID Card Guide

This is a sample I.D. card for the purpose of understanding how to read your Membership Identification Card.



*See the reverse side of this page for the reverse side of the Membership Identification Card for emergent or urgent care procedures and associated telephone numbers.

The back of the Membership Identification Card points out important numbers to contact for emergencies, urgent care, pharmacy inquiries, claims or customer service inquiries. Local and toll-free numbers are listed.

Emergency Service: Call 911 or go to nearest hospital or emergency room. Call Inter Valley Health Plan or your Primary Care Physician (PCP) within 48 hours or as soon as possible.

Urgent Services: Call your PCP or Inter Valley Health Plan

Pharmacy Inquiries: (800) 523-3142 or TTY/TDD Devices: (800) 505-7150

Hospital Providers: Call your PCP for authorization

Claims or Inquiries: Inter Valley Health Plan,
P.O. Box 6002, Pomona, CA 91769-6002

Inter Valley Health Plan:
(800) 251-8191 or (909) 623-6333 or TTY/TDD Devices: (800) 505-7150
Seven days a week, 7:30 am to 8:00 pm

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