Watch for your member ID card in the mail. Questions? Member Services is here to help. Save their number in your phone: **952-883-5000** or
**800-883-2177**.

# Hello and welcome to HealthPartners!

We’re so excited you’re a member. You and your family can count on us at every step.

## Helping you live healthy from the start

We’re HealthPartners, your health insurance plan, and we’ve got you covered. As a new member, you’ll get a member ID card for each person on your plan. They’ll be mailed in one envelope to your home address.

To get care before you have your member ID card, follow the steps below.

### Care at a doctor’s office

1. Call Member Services to get your member ID number at
**952-883-5000** or **800-883-2177**. Let them know your group number is group-number.
2. Make an appointment with your doctor. Let them know you’re a new HealthPartners member and haven’t gotten your ID card yet. Give them the ID number Member Services gave you.
3. If Member Services couldn’t give you an ID number, tell your doctor your plan is through employer-name and is effective as of plan-start-date.

### Care somewhere else

1. Pay the full amount when you get the service.
2. Ask for a detailed receipt. It should list the services provided, date and amount paid.
3. Send your receipt to the corresponding address below. You’ll be reimbursed for eligible expenses based on your benefits.

**Pharmacy**

HealthPartners

Attn: Pharmacy Administration

P.O. Box 1309

Minneapolis, MN 55440-1309

**Other services**

HealthPartners

Attn: Claims Administration

P.O. Box 1289

Minneapolis, MN 55440-1289