

PROVIDER MEMO

Date: June 9, 2023

Subject: Your VHP Patients Have New VHP ID Cards and Numbers

Dear Provider:

On March 1, 2023, your VHP patients received new VHP ID cards including new universal identification numbers. The universal ID numbers assist VHP in transitioning members who migrate between coverage plans. The new ID cards should be presented by patients for all health care and pharmacy visits as of March 1, 2023, and going forward. Providers should now use the patients' new VHP ID numbers when using VHP Access, our new provider system. A sample of the new VHP ID card is included below.

The new ID cards do not change members' health plan coverage or benefits. The former VHP ID cards and numbers will only be valid for dates of service prior to March 1, 2023. For questions regarding the new VHP member ID numbers, please contact VHP Provider Relations at 408-885-2221 or providerrelations@vhp.sccgov.org.

If your patient does not have a new VHP ID card, please contact Members Services at 1-888-421-8444, option 2 to obtain the universal ID for your claim or encounter purposes and to initiate an ID card request for your patient.

Thank you for your attention to this matter.