

## What do I need to know about the new DSHS Medical ID Card (that will replace the medical coupon)?

You will be getting a new plastic card called the **Services Card** to replace your monthly paper medical coupon. Read more below.



### When will I receive the new card?

DSHS will mail the new “Services Card” to clients with instructions. Once the new program goes into effect, you only need to bring the plastic ID card to the doctor’s office.

### Will I get just one card for the family?

No. Every person in your household who is eligible for medical coverage will receive a card.

### What do I need to do with it when it comes?

The most important thing: **DON’T THROW IT AWAY**. Unlike the paper coupon you have been receiving, the plastic card will be good from month to month. Remember to take it to the doctor’s office or the hospital to verify your coverage.

### What does it cost?

Nothing. Clients will not have to pay anything when DSHS switches over to the plastic cards.

### How will my doctor’s office use the new card?

They will be able to use it to verify your eligibility. Different doctors will use it differently, but all you need to do is remember to bring it with you when you go to the doctor’s office.

### What if I lose the card?

You will be able to easily order a replacement by phone. If you don’t have the card at the doctor’s office, they still will be able to check your eligibility with information like your full name, Social Security Number and date of birth. Incidentally, all of your personal health information will still be private even if you lose the card. None of that information is contained on the card.

### Why is DSHS switching to plastic cards?

For several reasons:

- 1) DSHS is switching to a new computer system called ProviderOne and the new cards are part of that change that will save the state money by avoiding some expensive monthly mailings.
- 2) It is handier for clients. Plastic ID cards are already being used by private health insurance plans, and the new cards avoid the hassle of getting a new coupon every month. It’s the same size as a credit card, so it fits in most wallets, too.

### Will this replace my cash card or my Basic Food card from DSHS?

No. Those cards are different. If you are on those programs, you will continue to use those cards. The Services Card is only being used for health care, and there is no cash value attached to the card.

### Do I still need my managed care plan card?

Yes! The Services Card does not replace the card issued to you by your managed care plan.