



App for downloading ID cards

Get the Aetna Health app by texting **"GETAPP"** to 90156 for a link to download the app and create an account. Message and data rates may apply.

Web access instructions on how to access online account

Visit [Aetna.com](https://www.aetna.com) to create an account and log in to the member website.

Contact number for Employees to access ID cards

888.702.3862 (HMO) - option 4 Spanish

888.802.3862 (PPO/Indemnity) - option 4 Spanish

Contact number for Employers to access ID cards

Aetna Answer Team: 1.800.343.6101

Can a broker download ID cards?

No, brokers cannot download ID cards.

Do dependents receive ID cards?

Yes, if the dependent is a spouse, they will receive two identical ID cards.

- a. Subscribers and covered dependents with the same addresses will be on the same card (up to 5)
- b. If the total number of members is more than 5, then the additional covered dependents will be on a second card with the subscriber listed again
- c. If one of the covered dependents is a spouse and the spouse's address is the same, the subscriber will get two cards



App for downloading ID cards

The **Sydney Health** mobile app

Web access instructions on how to access online account

Visit [anthem.com/ca/register](https://www.anthem.com/ca/register)

Contact number for Employees to access ID cards

Member Support: 855.383.7248

Bilingual Member Support: 855.854.1429

Contact number for Employers to access ID cards

Broker Services Telephone: 800.678.4466

Can a broker download ID cards?

Yes, this can be done by the broker in **Employer Access** or **Producer Toolbox**.

Do dependents receive ID cards?

Yes.



App for downloading ID cards

The **Sydney Health** mobile app

Web access instructions on how to access online account

Visit [anthem.com/nv/register](https://www.anthem.com/nv/register)

Contact number for Employees to access ID cards

Member Support: 877.833.5734

Bilingual Member Support: 877.833.5734

Contact number for Employers to access ID cards

Broker Services Telephone: 888.445.9236

Can a broker download ID cards?

Yes, brokers have access to download ID cards through the **Producer Toolbox** or **Employer Portal**.

Do dependents receive ID cards?

Yes, dependents may receive individual ID cards with their names printed on them, but they are provided upon request only.



App for downloading ID cards

From your phone, download the **Blue Shield of California** mobile app on the **App Store**SM or **Google Play**TM and click register.

Web access instructions on how to access online account

Visit blueshieldca.com/godigital to register your online account

Contact number for Employees to access ID cards

HMO and PPO: 888.319.5999

TRIO and Tandem PPO: 855.664.5577

Access + HMO, Local Access+HMO and Full PPO:
888.319.5999

Bilingual Member Support: 888.319.5999, option 9

Contact number for Employers to access ID cards

Producer Services: 800.218.8601

Can a broker download ID cards?

Contact number for Brokers to access ID cards

Producer Services: 800.559.5905

Yes.

Do dependents receive ID cards?

No.



App for downloading ID cards

Depends on the carrier - See carrier specifics

Contact number for Employers to access ID cards

Broker Services: 714.567.4390

Contact number for Employees to access ID cards

CaliforniaChoice Customer Service Center: 800.558.8003

Anthem Blue Cross: 855.383.7248

Health Net: 800.361.3366

Kaiser Permanente: 800.464.4000

Sharp Health Plan: 800.359.2002

Sutter Health Plan: 855.315.5800

UnitedHealthcare: 800.624.8822

Western Health Advantage: 888.563.2250

Bilingual Member Support: 800.558.8003, Press #9
for Spanish



App for downloading ID cards

Members can pull digital ID cards from the member portal on this site www.healthnet.com, select the **Member Log In** option, and **Employer Plans** member registration.

Web access instructions on how to access online account

Visit www.healthnet.com.

Contact number for Employees to access ID cards

Member Support: 800.361.3366

Bilingual Member Support: 800.331.1777

Contact number for Employers to access ID cards

Account Management: 800.447.8812 Option 2.

Can a broker download ID cards?

No, but the Account Management team can provide them as needed. You can request this by emailing your **Account Manager** or calling 800.447.8812.

Do dependents receive ID cards?

Yes.



App for downloading ID cards

Once members are registered on kp.org, they can access a digital version of their membership ID card for most plans (some out of area plans not available) right from smart/mobile devices using the Kaiser Permanente mobile app for all markets. KP.org provides convenient, secure access to members' Kaiser Permanente membership information, including their membership ID card, anytime, anywhere so members can check in for appointments, pick up their prescriptions, and access their family's membership information. Steps to access the digital membership ID card:

Register with kp.org or kp.org/wa.

Download and / or update to the latest version of the Kaiser Permanente app from favorite app store*.

Log in to Kaiser Permanente app using kp.org credentials.

Tap on card icon to access the digital membership card.

Members have access to email a version of their own and / or registered family members ID cards once logged into kp.org.

*The KP App is only available on Google Play and Apple App Store.

Web access instructions on how to access online account

Visit kp.org/register

Contact number for Employees to access ID cards

Member Support: 800.464.4000

Bilingual Member Support: 800.788.0616

Contact number for Employers to access ID cards

855.575.3562



App for downloading ID cards

App to download ID cards: **MediExcel Mobile App** is available for download from **Google Play** or the **Apple App Store**

Web access instructions on how to access online account

Visit <https://www.mediexcel.com/members> to create a patient portal account

Contact number for Employees to access ID cards

Member support:

San Diego County: US 619.365.4346 / MX 664.633.8555

Imperial County: US 760.529.4300 / MX 686.552.5702

(M-F 8:00 a.m. - 8:00 p.m. Sat. 8:00 am- 4:00 p.m. Sunday: 9:00 a.m.- 2:00 p.m.)

Contact number for Employers to access ID cards

Broker Support: 619.421.1659 Option 3

(Monday-Friday 8 a.m. to 5 p.m.)

Can a broker download ID cards?

No, they can request one via email at sales@mediexcel.com.

Do dependents receive ID cards?

Yes, individuals can only obtain their ID Card during visits to the hospital or our administrative office in Chula Vista.

SHARP Health Plan

App for downloading ID cards

Visit <http://sharphealthplan.com/login>.

To create an account visit -<http://sharphealthplan.com/account>

Web access instructions on how to access online account

1. Download the Sharp Health Plan app or visit sharphealthplan.com/login.
2. Enter your ZIP code and date of birth.
3. Verify your contact information.
4. Create your new username and password.

Contact number for Employees to access ID cards

Member Support: 800.359.2002

Bilingual Member Support: 800.359.2002, option 1

Contact number for Employers to access ID cards

858.499.8009



App for downloading ID cards

To obtain ID cards, download the **SIMNSA Mobile App** from **Google Play** or the **Apple App Store**.

Web access instructions on how to access online account

Visit https://www.simnsaee.net/Expediente2010/CitasOnline/Frm_Login.aspx to create a member portal account.

Contact number for Employees to access ID cards

Member Support:

San Diego: Monday-Friday 8:00 am to 5:00 pm
619.407.4082 Option 5

Toll-Free 800.424.4652 (Available 24 hours a day 7 days a week)

Contact number for Employers to access ID cards

Broker Support: 619.779.7960

619.407.4082 Option 5

Can a broker download ID cards?

No, brokers cannot download ID cards.

Do dependents receive ID cards?

No, SIMNSA sends out two ID cards; typically, dependents do not receive one.



App for downloading ID cards

No App. On the **Member Portal**: <https://shplus.org/memberportal> you can request, download, and print ID cards.

Web access instructions on how to access online account

Member Services: 855.315.5800
Weekdays, 8:00 am-7:00 pm

Contact number for Employees to access ID cards

Visit <https://shplus.org/MemberPortal> and click **Register Here**.

Contact number for Employers to access ID cards

Member Services: 855.315.5800
Weekdays, 8:00 am-7:00 pm

Employer Portal: <https://shplus.org/EmployerPortal> – You can only request ID cards for Employees.

Can a broker download ID cards?

No.

Do dependents receive ID cards?

Yes.



App for downloading ID cards

The **UnitedHealthcare** app is available for download for **iPhone®** or **Android**

Web access instructions on how to access online account

Visit myuhc.com and click **Register Now**.

Contact number for Employees to access ID cards

HMO: 800.624.8822

PPO: 800.357.0978

Bilingual Member Support: HMO: 800.730.7270

PPO: 800.357.0978, Option 3

Contact number for Employers to access ID cards

Broker Services: 800.591.9911, option 1

Can a broker download ID cards?

Yes.

Do dependents receive ID cards?

Yes.