









## Dear Enrollee:

Welcome to the Essential StaffCARE Benefit Plan! Included you will find a temporary ID Card that will allow you access to Essential StaffCARE Benefits until you receive your permanent ID Card. You should receive your permanent ID Card within a few weeks of your coverage effective date. Your member ID number is your Social Security Number.

<p> Essential StaffCARE Limited Benefit Plan Group #: 219301-EMP Group Name:</p> <p>Member Name: Member ID:</p> <p>Electronic Claims Payer ID#: 37287</p> <p> <b>First Health</b>  <b>EyeMed</b> VISION CARE  <b>DENTEMAX</b>  <b>CAREMARK</b></p> <p> Discount Only RxBIN: 004336 RxPCN: ECPAI RxGRP: ECPAI</p>	<p><b>Insurance Program Support Center</b> <b>1-866-798-0803</b> First Health Provider Locator 1-800-226-5116</p> <p>Eye Med Vision Discount Program 1-866-559-5252 Plan ID: 9244278</p> <p>DenteMAX Provider Locator 1-800-752-1547</p> <p>Caremark Provider Locator 1-888-963-7290</p> <p><b>Claims may be submitted electronically to Web MD, Proximed or Availity by using Payer ID 37287.</b></p> <p><b>Healthcare Provider:</b> File claims to: PAI, PO Box 6702, Columbia, SC 29260 This card is for identification only. It is not a guarantee of eligibility or benefits. To verify the coverage shown for the person on this card, please call 1-866-798-0803 or visit <a href="http://www.essentialcare.com">www.essentialcare.com</a></p> <p> <b>BCS</b> INSURANCE COMPANY</p> <p> <b>pai</b></p>
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ID Card - Cut on the dotted lines and then fold down the middle

**Q: After I sign up, when will my coverage go into effect?**

**A:** Your coverage goes into effect the Monday following your first payroll deduction. Coverage can not be initiated with a pre-payment.

**Q: How do I find an in-network physician or hospital?**

**A:** While your medical plan does not impose an in-network restriction, you may realize additional savings by utilizing an in-network medical provider.

**First Health Network** - [www.firsthealthnetwork.com](http://www.firsthealthnetwork.com) - 1-800-226-5116

**Q: Is there a phone number my doctor can call to get a list of my benefits?**

**A:** Yes, your provider may call the Essential StaffCARE Customer Service number 1-866-798-0803 for scheduled benefits and benefit maximums.

**Q: What if I need to have a prescription filled?**

**A:** For generic and brand prescriptions, the plan pays you \$20 per day up to the annual maximum, for drugs dispensed by a pharmacist. Prescription drug coverage is not provided for drugs administered during a physician office visit or hospital stay. If you choose a participating pharmacy and present your ID card, you will receive a discount off the retail price of the prescription at the time of purchase. Save your receipt to file a claim for reimbursement of the fixed dollar amount.

**Q: Where can I get claim forms?**

**A:** Medical and Dental claim forms may be obtained by calling our customer service line at 1-866-798-0803 or you may download claim forms from our website – [www.paisc.com](http://www.paisc.com). Be sure to click on Essential StaffCARE on the welcome page.

**Q: What if I want to cancel or make changes to my coverage?**

**A:** Coverage may be canceled or reduced at any time, unless your employer takes premium deductions pre-tax. To make changes or cancel coverage by telephone call (800) 269-7783 within 30 days of the date of your first paycheck. You will be prompted to enter your PIN CODE plus the last four digits of your Social Security number (SSN).

**PIN CODE:** 142 + \_\_\_\_ (last four digits of your SSN)

**Toll Free Customer Service Hotline: 1-866-798-0803**  
**8:30 a.m. to 8:00 p.m. EST**