



Reminder! Luminare Health became your new medical plan administrator effective January 1, 2025.

Download Your ID Card Today

While you wait for your new medical ID card to arrive, you can download it today, using Luminare Health's mobile app, myLuminareHealth.

[myLuminareHealth](#)

Click on the link above and follow the instructions below to create an account with Luminare Health.

1. Go to **myLuminareHealth.com**
2. Under "Plan Participant," select "Create Your Account"
3. Enter the required registration fields and click "Next"
4. Click "I Agree" to accept the consent to electronic signatures and communications and terms and conditions
5. Enter your contact information in the listed fields. You must enter your email address and at least one phone number.
6. Click "Start" next to the communication method you would like to verify, and a code will be sent to your email address or mobile phone number you provided. Enter the verification code in the indicated field. Click "Next" to continue.
7. Create your profile by choosing a username and password. Answer three security questions and click "Next."

Understanding Your Medical ID Card

- Your medical plan name will be listed on the top left corner and next to "Plan Name"
- Please note that while the PIH Health Plan shows a "PPO" symbol on the bottom right corner, this plan is not a PPO. The "PPO" logo must be listed on the Medical ID card because the Anthem Blue Cross PPO network is the contracted network of providers accessible under the PIH Health Plan.
- ***If you are enrolled in the PIH Health Plan, please remember that you are required to obtain an authorization if you seek services outside of the Tier 1 PI Health Providers. This will be noted on the back of your ID card (see image below).***



PIH HEALTH PLAN INSTATE

Member ID:
PJH035624286

Plan Name: PIH Health Plan
LH Group #: PH0000
Plan Code: 040
Group #: L11807M001
RxBIN: 020099
RxPCN: WG
RxGRP: WLHA

Tier 1 Deductible \$0
Tier 1 OOP Max Indiv/Fam \$3,000/\$6,000
Copays
Tier 1 OV/UC/ER \$20/\$20/\$150

For detailed benefit information including Deductible and Out-of-Pocket Maximums, please visit your **Member Services website**.

Prudent Buyer Plan® 

PIH Health has hired Luminare Health Benefits to handle member contact for health plan administration. See back for contact information.



anthem.com/ca

PIH Health Facilities, PIH Health Medical Group, and PIH Health Direct Contracted Providers Submit Claims to:
EDC: Payer ID 45117
Mail: P.O. Box 2905
Clinton, IA 52733-2905

Members: To verify eligibility, benefits, check the status of a claim or locate a provider, contact Customer Service. When submitting inquiries always include your member number from the face of this card.

Providers: Please file all claims with the Blue Cross and Blue Shield Plan in the state where services are rendered. If Medicare is primary, file claims to Medicare. Include the 3 digit prefix in addition to the ID number.

PRE-AUTHORIZATION REQUIRED for members to utilize a Non PIH Health Tier 1 Provider for all services except Urgent and Emergent services. This authorization to utilize Non PIH Health Tier 1 Providers will be considered if the medically necessary services cannot be done by a PIH Health Tier 1 Provider or if the member is outside the PIH Health provider service area. For any emergency admissions or Tier 1 transfer, a request for authorization is required within 24 hours by calling the Admissions or Transfers number on the right hand side of the card. Failure to notify may lead to denial or reduction of benefits.

Possession of this card does not guarantee eligibility for benefits.

Luminare Cust Srv 1-833-944-1713
Member Services: myluminarehealth.com
Pharmacy Member Services 1-833-862-0749
Help for Pharmacists 1-833-296-5039
Coverage While Traveling 1-800-810-BLUE
Provider Eligibility/Benefits 1-833-944-1713
Pre-Certification-PIH Health 1-562-789-5401
ext. 81824
Teladoc* 1-800-835-2362
Admissions or Transfers* 1-833-291-6668

*Contracts directly with group

Anthem Blue Cross Life and Health Insurance Company is an independent licensee of the Blue Cross Association. Anthem Blue Cross provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.

Questions? Contact Your Alliant Benefit Advocates

You can call or email your Benefit Advocate with questions about enrollment, eligibility, claims, and more!

833.714.0229 or email PIHHealthBenefits@Alliant.com | 5 am –5 pm (Pacific Time) Monday – Friday

Looking for more detailed information regarding our benefit plans?

Go to your MyBenefits.Life site at pihealth.mybenefits.life where you will find benefit summaries, forms and required notices.