



**IMPORTANT!!**  
**Here is your  
Medicaid card!**

**Your PERMANENT Medicaid identification (ID) card is enclosed.**

This is your **PERMANENT** Medicaid ID card to keep. Keep and use this card every time you go to a health care provider.

**DO NOT THROW THIS CARD AWAY**

*HERE ARE SOME QUESTIONS YOU MIGHT HAVE:*

**How do I use this card?**

Enclosed you have two cards so that you can keep one in your wallet and (a) give one to another person on the card to carry and use or (b) keep the second card in a safe place in case you misplace the first card. When you go to a health care provider, you will show them the ID card.

Since this is a **permanent** Medicaid ID card, keep this card even if you get a notice saying that you are no longer eligible for Medicaid. If you are eligible for Medicaid services again in the future you will use this same Medicaid ID card.

**How will the provider know if I am eligible for Medicaid?**

Just like they do now with private insurance ID cards, providers can get the information by telephone or their computer. All Medicaid providers have three ways to check on your eligibility: two telephone numbers and through the Internet. This information is on your Medicaid ID card.

*(more information on the other side)*

ATTACHMENT D  
RFP 3747Z1  
Cover Document

**How will I know if I am eligible for Medicaid?**

Just like always, if your eligibility for Medicaid is going to change, you will receive the information through a letter in the mail. But, if you want to check your eligibility any time of any day, you can call toll-free at 1-800-383-4278 (in Lincoln, 323-7455).

**What happens if I lose the Medicaid ID card?**

It will be very important that you keep this card since it is your permanent Medicaid ID card, but if the card happens to be lost or stolen, use the other card you received. If both cards have been lost or stolen, call your caseworker to request another card. A new card will be sent to you in a couple of days. If you need to go to a medical appointment, and haven't received your replacement card, the provider can still verify your eligibility by contacting us anytime, day or night.

**QUESTIONS? Call toll free 1-877-255-3092**  
**You can call Monday to Friday, 8:00 a.m. to 5:00 p.m. central time.**