



### 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 your 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?

**Depends** – only if one of the dependents is a spouse, then they will get two copies of the ID cards (identical copies).

- 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://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 do receive their own individual ID cards with their names on them.



### App for downloading ID cards

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

### Web access instructions on how to access online account

Visit [blueshieldca.com/godigital](https://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:** 800.559.5905

### Can a broker download ID cards?

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

**Cigna + Oscar:** 855.672.2789

**Health Net:** 800.361.3366

**Kaiser Permanente:** 800.464.4000

**Sharp Health Plan:** 800.359.2002

**Sutter Health Plus:** 855.315.5800

**UnitedHealthcare:** 800.624.8822

**Western Health Advantage:** 888.563.2250

**Bilingual Member Support:** 800.558.8003, Press #9  
for Spanish

# E.D.I.S.

EMPLOYER-DRIVEN INSURANCE SERVICES

## App for downloading ID cards

No, the online web portal is mobile-friendly and allows the download of ID cards.

## Web access instructions on how to access online account

Visit [www.yourbenportal.com](http://www.yourbenportal.com).

## Contact number for Employees to access ID cards

**Customer Service:** 1.888.886.7973.

## Contact number for Employers to access ID cards

**Customer Service:** 1.888.886.7973.

## Can a broker download ID cards?

Yes.

## Do dependents receive ID cards?

Yes, one additional for **Adult Dependents**.



### App for downloading ID cards

Health Net's site ([www.healthnet.com](http://www.healthnet.com)) has been optimized for viewing on mobile devices. Members can pull digital ID cards from the member portal on this site. Visit [www.healthnet.com](http://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](http://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?

Not at this time, 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

**MyChart** <https://www.hometownhealth.com/mychart/>.

### Web access instructions on how to access online account

**MyChart** <https://www.hometownhealth.com/mychart/> <https://www.mychart.org/Features>.

### Contact number for Employees to access ID cards

**Hometown Health Contact Center:**

775.982.3232

775.982.3242 for **Spanish**

**TTY Relay Service 711**

### Contact number for Employers to access ID cards

**Hometown Health Sales Team Assistance** 775.982.3100.

### Can a broker download ID cards?

This functionality is in process and is scheduled for **April 2025**.

### Do dependents receive ID cards?

Yes.





### App for downloading ID cards

Download the app at no cost from your preferred app site.

### Web access instructions on how to access online account

Visit [kp.org/register](https://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

**Customer Connection Team:** 800.790.4661, Option 2



### 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](mailto: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.



### App for downloading ID cards

The **Nippon Life Benefits** App is available for download in the Apple Store and Google Play.

### Web access instructions on how to access online account

To log in or register, visit [www.nipponlifebenefits.com](http://www.nipponlifebenefits.com) and click “**Login/Register**” in the upper right corner.

### Contact number for Employees to access ID cards

For assistance, call **800.374.1835** and follow the prompts to reach **Member Customer Service**.

### Contact number for Employers to access ID cards

To contact our **Administrative Department**, dial **800.374.1835** and then extension **43780**.

### Can a broker download ID cards?

Yes, group brokers can access the web portal if permission is granted.

### Do dependents receive ID cards?

Members receive two cards that include the names of their dependents. Additional cards can be ordered through **Customer Service**, the **Web Portal**, or the **Mobile App**.



**App for downloading ID cards**

No

**Web access instructions on how to access online account**

Visit: <https://main.mbaadmin.com/>

**Contact number for Employees to access ID cards**

**Member Support:** 480.776.5040

**Contact number for Employers to access ID cards**

**Member Support:** 480.776.5040

**Can a broker download ID cards?**

No.

**Do dependents receive ID cards?**

Yes, included in **fulfilment kit** or **Email Kit**.

## SHARP Health Plan

### App for downloading ID cards

Don't leave before downloading the **Assist America Mobile App!**

### Web access instructions on how to access online account

Visit [www.assistamerica.com](http://www.assistamerica.com)

### 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](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](https://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.