

## Model Member ID Card Carrier

● = Required ○ = As Needed

Required Element	Source of Requirement	MCO - Integrated	MCO - Opt-In	MCO - SBH/NEAT	MCO – SBH/ NEMT/NEAT	MCO – CSoC/ No SBH	DBPM-EPST	DBPM- Adult Dental
<b>Paragraph Title</b> (Preferred Text)								
<i>Required Content</i>								
<i>New Member:</i> Welcome to <MCE Plan Name> / <i>Card re-issue:</i> Your New ID Cards	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Welcome Statement/ Reissue Reason Statement</i>		●	●	●	●	●	●	●
<i>Check information statement</i>		●	●	●	●	●	●	●
<i>How to make Changes</i>		●	●	●	●	●	●	
Tips for using your <MCE Plan Name> member ID Card		●	●	●	●	●	●	●
<i>How to use MCE ID Card</i>		●	●	●	●	●	●	●
<i>How to use LDH Card</i>		●	●	●	●	●	●	●
<i>Instructions for lost MCE card</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Instructions for lost LDH card</i>		●	●	●	●	●	●	●
<i>How to request a new card</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>What to do in an emergency</i>		●	●	●	●	●	●	●
<i>MCE website</i>		●	●	●	●	●	●	●
Additional Information		●	●	●	●	●	●	●
<i>Instructions if PCP/PDP listed</i>		●	●			●	●	
<i>Instructions if no PCP/PDP selected</i>		●	●			●	●	

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<i>Brief summary of benefits</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Interpretation/Translation Statement</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Explanation of services available from member services</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Member Services (number and hours)</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●
<i>Explanation of Nurse Line</i>		●	●	●	●	●	●	●
<i>Nurse Line (number and hours)</i>	Marketing and Member Education Companion Guide	●	●			●		
<i>Explanation of Crisis Line</i>		●	●	●	●	●	●	●
<i>Crisis Line (number and hours)</i>	Marketing and Member Education Companion Guide	●	●	●	●			
<i>Mobile App Information</i>	Marketing and Member Education Companion Guide	●	●	●	●	●	●	●