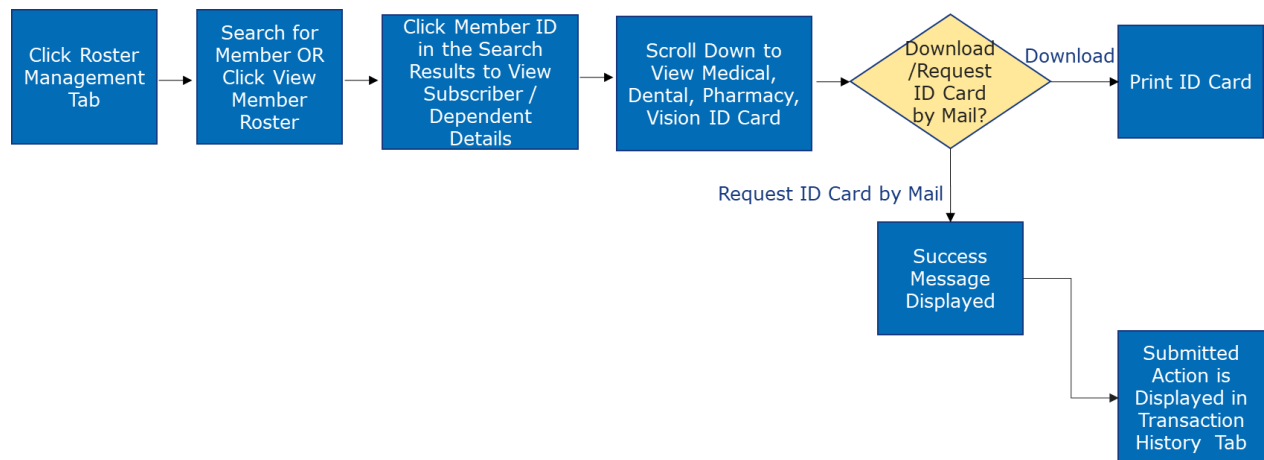


View, Download & Request ID Cards

Quick Reference Guide (QRG)



This Quick Reference Guide (QRG) will provide an overview on the process of viewing, downloading, and requesting ID cards.



Let us look at the steps in detail for viewing, downloading, and requesting ID cards.

Purpose: To view, download and request ID cards.
Please note that ID card options such as medical, dental vision or pharmacy will be displayed based on the membership plan.

Step 1:

1. From the **ConnectiCare Home** page, select the **Roster Management** tab.
2. From the drop-down menu, select **View Member Roster**.

The screenshot shows the ConnectiCare Home page. The top navigation bar includes links for Home, Roster Management (with a dropdown arrow), Billing, Transaction History, Find Care, Secure Messaging, User Management (with a dropdown arrow), Resources (with a dropdown arrow), and Co-browsing with Agent. The Roster Management dropdown menu is open, showing options for Member Search and View Member Roster, with the latter highlighted by a red box. Below the navigation bar, there is a welcome message for the CCI LG Test Group. At the bottom, there are three news items: 'ConnectiCare Supports 51 Non-Profit and Municipal Organizations across Connecticut', 'ConnectiCare Hosts 4th Annual Gran Fondo', and 'ConnectiCare Partners With the Travelers Championship and Operation Shower to Host in-Person Baby Shower for Military Moms-to-Be July 14, 2021'.



Step 2:

The **Member Roster** screen displays.

1. Click the relevant **Member ID**.

Member Roster

Search By

☒ None
 ☐ Subgroup ID
 ☐ Subgroup Name

☐ Subscriber Only
 ☐ Future Effective

Member Status

All ▼

Search
Reset Search

Exporting search results will show more details for each member.

Export Member Roster

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K5500160802	BEDFORD, JOE	01/04/1999	XXX-XX-8675	Male	Child	01/01/2020	-	01/01/2020	Active
1001	1001	K5500160801	BEDFORD, SARAH	01/01/1976	XXX-XX-8786	Female	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	K5500162001	COOK, ANDREW	08/06/1967	XXX-XX-0099	Male	Subscriber	01/01/2020	-	01/01/2020	Active



Step 3:

The **Subscriber Details** screen displays.

Note: In this example we will consider Medical ID Card.

1. Scroll down and click **Medical ID Card**.

Subscriber Details

Subscriber Actions ▼

Status Active	Termination Date -	Member Name SARAH BEDFORD	Member ID K5500160801
Address 11 FIRST STREET, New York, NY, 10011	Email -	Mobile Phone Number -	DOB 01/01/1976
Marital Status Married	SSN XXX-XX-8786	Gender Female	Referral Required No

Member Information
⬆

Race -	Ethnicity Not Assigned	Language Preference -	Home Phone (190) 900-9090
Work Phone -	Group ID -	Subgroup Name CCI LG TEST SUBGROUP	Subgroup ID 1001

Original Effective Date 01/01/2020	Relationship to Insured Subscriber		
PCP Name -	PCP ID -	PCP Effective Date -	
Disability Status No	Disability Type -	Disability Termination Date -	
Medicare Id	Medicare Part A Effective Date/End Date -	Medicare Part B Effective Date/End Date -	Medicare Accretion Date -

Plan	▼
Stop Age Riders	▼
Additional Insurance	▼
Medical ID Card	▼
Dental ID Card	▼
Pharmacy ID Card	▼
Vision ID Card	▼
Dependents	▼

Ask A Question



Step 4:

Medical ID Card displays.

1. **Click Request ID card by mail** to send a copy of the ID card to member's registered mailing address.

Note: A success message displays. Member will get a copy of the ID card within 10 days.

Medical ID Card

Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.

Medical ID Card

An ID card has been requested for this member. Please allow up to 10 business days for the ID card to arrive at the mailing address we have on file for this member. There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. ConnectiCare takes no responsibility for, and is not liable for, the portal being temporarily unavailable due to technical issues.



Step 5:

1. Click **Print ID Card** to download or print an ID card.
Note: The ID card is downloaded as PDF document.

Medical ID Card



Print ID Card

Request ID card by mail

For the best experience, open PDF images in Google Chrome or Microsoft Edge.



Step 6:

1. Click the PDF to view the ID card.
2. Click Download/Print icons to save and print the ID card.

M_Card (1).PDF

1 / 1 | 100% + | [Download] [Print] [More]





Thank
You