

## TEMPORARY ID CARD INSTRUCTIONS


Below is a temporary ID card for your use in case you need to access health care services prior to receiving your permanent VHP ID card.

Follow these easy steps to get started:

1. Call Member Services, Monday through Friday between 9am-5pm at **408.885.4760** or **1.888.421.8444** (toll-free) to request your:
  - Identification number;
  - Network name; and
  - Primary Care Physician (PCP) name
2. Fill in the empty fields on your temporary ID card (*see below*) for reference.
3. Show your temporary ID card in order to access health services such as office visits, pharmacy and lab work.

**Remember to properly discard your temporary card once you receive your permanent VHP ID card in the mail.**

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**Valley Health Plan**  
We've Got You Covered

**MEMBER ID CARD**

Member Name  
\_\_\_\_\_

Identification # \_\_\_\_\_ DOB \_\_\_\_\_ Gender \_\_\_\_\_

Network  
\_\_\_\_\_

Primary Care Physician (PCP)  
\_\_\_\_\_


EXP: 06/2012      RxGroup#VHP      RxBIN# 610602      RxPCN# NVT

This card is issued to VHP Members for identification purposes only. The provisions of health plan benefits are subject to the terms and conditions of the Service Agreement. For eligibility and benefits information, or for Primary Care Physician (PCP) or Mental Health appointment phone numbers and information, please visit [www.valleyhealthplan.org](http://www.valleyhealthplan.org) or call VHP Member Services.

VHP Member Services.....	408.885.4760
Toll-free Line.....	1.888.421.8444
Pharmacy (Navitus) Customer Care.....	1.866.333.2757
24/7 Medical Advice Line.....	1.866.682.9492

Submit medical claims to VHP Claims Department, P.O. Box 26160, San José, CA 95159-6160.

**Call 911 in the case of an emergency.**  
**If admitted to a hospital, immediately call 1.800.303.7845.**

 **First Health Network**

< 2480 N. First Street, Suite 200 | San José, CA 95131 | [www.valleyhealthplan.org](http://www.valleyhealthplan.org) >

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