

## Frequently Asked Questions

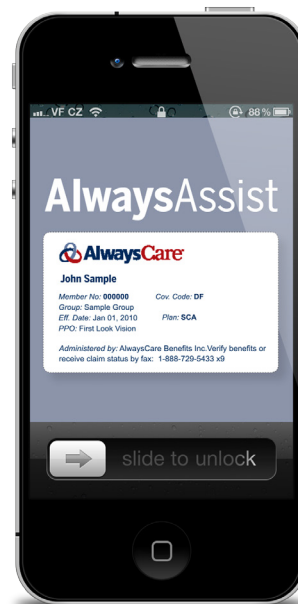
With or without an ID card, we make it simple for you to use your group benefits—and simple for benefit administrators, too. Here are a few questions we often hear:

### Q: Do I need an ID card to receive care from a provider?

No! A physical card is not needed to receive care from an AlwaysCare provider. Just give your name to your provider. Your provider can confirm eligibility and benefits 24/7 at [www.AlwaysAssist.com](http://www.AlwaysAssist.com) or call us six days a week. Though it's not necessary, you can use a photocopy of your card, a smartphone photo, a yellow sticky note—whatever works!



Use the QR code above to login to AlwaysAssist through your mobile device or go to [www.AlwaysAssist.com](http://www.AlwaysAssist.com).



### Q: How do I get my ID card?

We provide new vision and dental ID cards for the Members of every new group, and every new Member who joins an existing group during the plan's benefit year. Though Members may see any provider, Member cards are printed with a list of up to eight of the closest network providers to help Members stretch their benefits to the fullest.

### Q: How do I receive copies of my ID card?

If you lose or wear out your printed ID card, the quickest way to get a replacement is to print one from your personalized account on [www.AlwaysAssist.com](http://www.AlwaysAssist.com). Just log on to AlwaysAssist and click the button to print an ID card. You can even log on from your phone. It's that easy. While you're on the website, you can also view claims and benefits, find local dental and vision providers, access health links and tools like the dental cost estimator, and much more.



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We're always looking for ways to make your access to care easier. If you have any suggestions, just email us at [ContactUs@AlwaysCareBenefits.com](mailto:ContactUs@AlwaysCareBenefits.com).