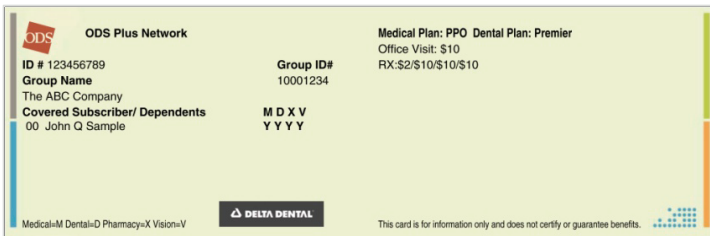




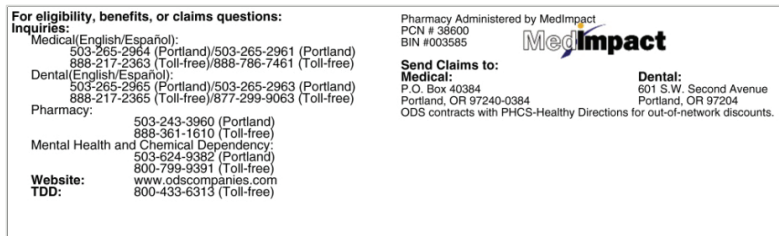
ODS ID card samples

Card 1

Front



Back



Card 2

Front



Back



Questions

1. Why are there two kinds of ID cards?

ODS is transitioning from Card 1 to Card 2 for all members. This transition will be done in phases.

2. What is the difference between the two cards?

The major difference between Card 1 and 2 is that we have simplified Card 2 to include only the information you and your provider need so you can receive care. Other major differences include:

- We removed the copay amount
- Moved from the butterfly (four panel) design to a two-sided card
- The material is more durable, we've chosen a Teslin material that will hold up better in people's wallets
- The Teslin is 100% recyclable



Though some things have changed, the most important things, of course have remained the same, for instance:

- The card still holds customer service phone numbers
- The card still lists all networks available to a member
- The card still lists the subscriber ID name, group number and PIN code (for your ODS ID card app).

3. Why do I need an ID card?

You should present your ID card to your provider every time you receive care or fill a prescription. This will let your provider know you are an ODS member so they can send your claim directly to ODS for processing.

4. How can I download a mobile version of my ODS ID card?

If you use an iPhone or Droid, you can download a mobile version of your ODS ID card. To download the card, visit your app store or market and download the app called “**ODS mobile ID card**” or “**ODS ecard**”. Once you’ve downloaded the app, enter your mobile PIN code and member ID (found on the front of your card) and your card will appear on your phone.

You can also download a PDF version of your ID card from myODS, your personalized member website. Once logged into myODS, you can access your electronic card from the member shortcuts box on the myODS homepage, or the “resources” tab.

5. My copay is not listed, how do I find out what it is?

You can find your copay amount and all other benefit details in your myODS account under the “Benefits” tab.

6. How do I create a myODS account?

Creating a myODS account is easy! Just visit www.odscompanies.com/oebb and click on the “create a new account” button in the myODS box on the right side of the screen. myODS is your personalized member website and has tools and resources to help you get the most from your health plan.

7. I have more questions, who should I call?

If you have more questions about your ID card, or any other ODS member questions, please contact our customer service team at:

Medical: 866-923-0409

Dental: 866-923-0410

Pharmacy: 866-923-0411