

IMPORTANT Reminder: United Healthcare (UHC) HMO and POS Members to Receive New ID Cards for Jan 1st

All employees and dependents covered by the County’s UHC HMO or POS medical plan will receive an updated member ID card for Plan Year 2024.

HMO and POS participants must provide the updated card to medical, pharmacy, behavioral health and other health plan providers effective January 1, 2024. Please discard any prior ID cards received.

As a reminder, HMO and POS plan participants require a referral from their Primary Care Physician (PCP) to visit a specialist, except for those that allow direct access (OB/GYN, Mental Health, Chiropractic, Podiatry; as well as Dermatology (for the first five dermatology visits).

CHOICE members will only receive a new member ID card if a change to coverage was made that warrants a new card.

| Resource | Contact Information | Office Hours |
|-------------------------------------|---|---|
| Group Insurance Contact Information | Email: BCCMyBenefits@pbcgov.org Tel: 561-233-5400 | Customer service hours: 8:30 a.m. – 5 p.m. |
| UHC Onsite Health Care Advocates: | <ul style="list-style-type: none">• Leslie Smalley Email: Leslie_Smalley@uhc.com Tel: 561-233-5463• Evelyn Giraldo Email: Evelyn_Giraldo@uhc.com Tel: 561-233-5474 | |