



Provider Alert

Peoples Health member IDs changing January 2024

Nov. 9, 2023

On Jan. 1, 2024, all Peoples Health members will be issued a new ID number, which will be printed on 2024 member ID cards.

Please use the new member ID number for the following functions:

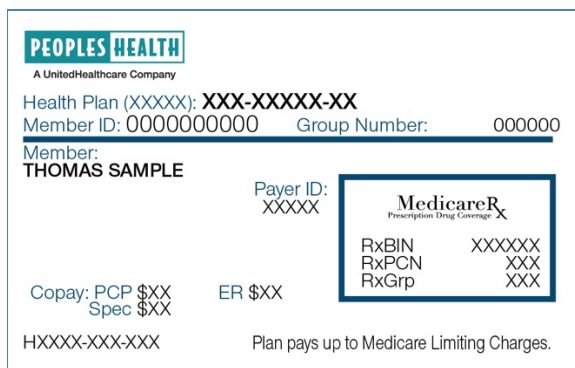
- Submitting claims for 2024 dates of service to ensure claims process correctly
- Searching for a member in the secure transaction section of Provider Express
- Calling to verify member eligibility

Member ID cards:

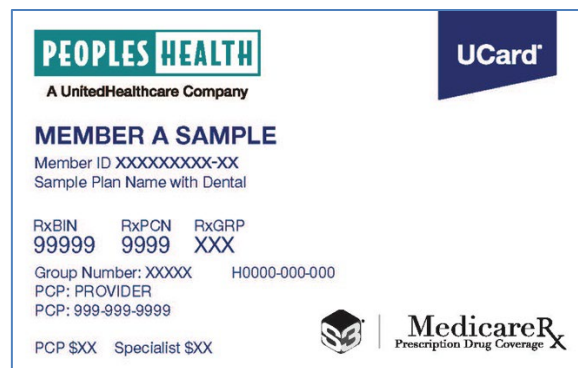
- **For 2023**, the member ID starts with the letter “G” followed by a series of numbers.
- **The 2024** member ID will not start with the letter “G” and will contain only numbers.

Below are sample images of the 2024 Peoples Health ID cards:

2024 ID card for Peoples Health Group Medicare plans:



2024 ID card (called a UCard) for all other Peoples Health plans:



Searching for Peoples Health members

Can't find the member or they don't show active eligibility after searching with their member ID? Try another search using the member's name and date of birth. This will ensure you find the current active eligibility for the member.





If you use the “*My Patient List*” feature within the **Provider Express** secure transaction area, keep in mind those member records may be outdated. If so, you will need to update member information by removing the old record and searching for/adding the new record.

Questions? We’re here to help

If you have additional questions, please contact our Provider Service Line at **1-877-614-0484**. Thank you for all you do for our members.

Sincerely,

Optum Behavioral Health Solutions

