

# How to view a copy of a member identification (ID) card

What happens if a new Humana member needs to pick up a prescription or visit the doctor's office and hasn't yet received a member ID card in the mail?

We mail ID cards to each member's home address 7-10 business days after a group is issued. A member who is "active" in Humana's system for four to five business days also can pull up a copy of his or her medical ID card online.

Here's how:

- Go to [Humana.com](http://Humana.com) and **log in/register for MyHumana**
- Click on "View Medical ID Card" link under Let us help you in the lower right of your MyHumana home page.
- A new window will appear with the ID Card.
- Print if desired.

The screenshot shows the MyHumana website interface. At the top, there is a navigation bar with links for MyHumana Home, My Profile, My Messages, and Log out. The main content area is divided into several sections. On the left, there is an 'Account Summary' section with a table of copay/coinsurance rates. In the center, there is a 'Fight the Flu & Pneumonia' banner with a 'Learn More' button. Below this is a 'Quick Access' section with three buttons: 'Claims Information', 'Doctors & Rx Tools', and 'Plan Information'. At the bottom, there is a 'Let us help you' section with several links, including 'View Medical ID Card', which is highlighted with a blue box and a blue arrow pointing to it from the right. The footer contains legal links and the Humana logo with the tagline 'Guidance when you need it most'.

If your company contact hasn't received a group number and/or an employee is not yet "active" in Humana's system, the employee should inform the provider about the change in carriers, and ask to delay billing. An employee who is required to pay for services up-front can submit a detailed receipt from the provider to Humana for possible coverage consideration. Call Customer Care at 1-866-4ASSIST (1-866-427-7478) for more information.

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