

You're Enrolled!

IdealCare from Sendero



Next Steps

1. Make your first payment.
2. Select a Primary Care Provider ASAP.

***DON'T wait until you are sick to choose your Primary Care Provider (PCP).** If you establish yourself as a patient now, you will have a doctor to see quickly when you do get sick. (You can always change your PCP.)*

3. Make an appointment for your annual wellness exam.

An annual wellness exam (including GYN for women) is FREE in Sendero's network, with no co-pays or co-insurance even if you haven't met your deductible. Details:

www.healthcare.gov/coverage/preventive-care-benefits

Your Plan

Sendero IdealCare



Customer Service: 888-643-3251 (M-F 8am-5pm)
24HR Nurse Advice Line: 855-880-7019
Website: www.senderohealth.com/idealcareeng
senderosc.alderaplatform.com (member portal)
E-mail: supportingcommunity@senderohealth.com

How to Pay

By mail: Mail a check **with your subscriber ID** to IdealCare by Sendero Health Plans, P.O. Box 2269, San Antonio, TX 78298-2269
Online: Use credit card or PayPal. If you don't know your subscriber ID, call customer service.

Using Your Insurance

- **You can go to the doctor without your card.** Once your plan is paid for and effective, a provider can verify your insurance with your Member ID#. If you don't receive your insurance card in the mail, call. You can also print a temporary ID card at Sendero's website.
- Your insurance plan may offer incentives for wellness, flu shots, annual exam, and more. Review your benefits package.
- If you find yourself in a life threatening emergency out-of-network, you can go to the ER, but **always call Sendero as soon as possible** to get more information about what you should do next.