



3-15-11

*Express Communications*

# Integral Quality Care Medicaid Processing ALERT

Effective April 1, 2011 Integral Quality Care will expand Medicaid coverage to the following Florida counties:

- Highlands
- Marion
- Sumter

Integral Quality Care's expansion will extend Medicaid benefits to members in these three counties. Members who may have questions can contact Enrollee Services at 1-866-258-4326.

### Processing Steps:

Step 1	Enter BIN Number: 003858
Step 2	Enter Processor Control Number: A4
Step 3	Enter the Rx Group Number: MFLA
Step 4	Enter Member ID Number:
Step 5	Enter Date of Birth:

### Sample ID Card:

**Integral Quality Care**  
www.IntegralQualityCare.com

Enrollee ID#: 00000000-00      Date of Birth: 00/00/00      Sex: X  
Enrollee Name: Last Name, First Name

PCP Name: Last Name, First Name  
PCP Phone: 000-000-0000      Effective Date: 00/00/00

RxBIN 003858 | RxPCN A4 | RxGRP MFLA  
OTC: Participating Pharmacies \$25/Family/Month  
Pharmacist Use Only 1-800-824-0898

THIS ID CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT.

Card Front

**ENROLLEES**  
Enrollee Services (8 am – 7 pm)      1-866-258-4326  
TTY or Florida Relay 7-1-1      1-800-655-8771  
Behavioral Health      1-800-221-5487  
Urgent Care – Call Your Doctor      Emergency Care – Call 911

**SEND MEDICAL CLAIMS TO:**  
Integral Quality Care  
Claims Submission  
PO Box 61415  
Phoenix, AZ 85082-1415

**SEND BEHAVIORAL CLAIMS TO:**  
Psychcare  
Claims Department  
10200 Sunset Drive  
Miami, FL 33173

**PROVIDERS**  
For eligibility, claims and pre-authorization, call 1-866-258-4326 or go to [www.IntegralQualityCare.com](http://www.IntegralQualityCare.com).

Integral Quality Care  
F399 | 4630 Woodland Corporate Blvd | Tampa, FL 33614

Card Back

Pharmacy Help Desk: 1-800-824-0898

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