

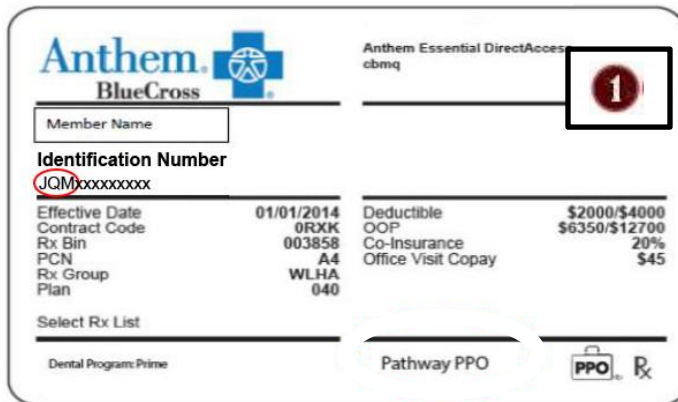
Scenarios for COB (Mission Training) - U.S.

Medical Document (MD-00171)

Last Approved: 01/01/2025

Missionary Going to Doctor's Office with Family Insurance

Missionary is going to a doctor's office for an office visit that was approved by a Missionary Medical nurse. Her family insurance is Blue Cross and should pay primary and Missionary Medical (through UHSS) should pay secondary. The family insurance card(s) should be uploaded into the Missionary Care Mobile App. Instructions on how to do this are found at www.dmba.com/missionarycare. The Missionary Medical card is available to the missionary on the Missionary Care Mobile App.



Anthem BlueCross
Anthem Essential DirectAccess
cbmq

Member Name

Identification Number
JQMxxxxxxxx

Effective Date	01/01/2014	Deductible	\$2000/\$4000
Contract Code	0RXK	OOP	\$6350/\$12700
Rx Bin	003858	Co-Insurance	20%
PCN	A4	Office Visit Copay	\$45
Rx Group	WLHA		
Plan	040		

Select Rx List

Dental Program: Prime Pathway PPO PPO Rx

Use as Primary
(provider bills first)-#1
in order.



UnitedHealthcare
Options PPO Network

MISSIONARY MEDICAL

Name <<Card Name>> RxBin 610602

ID <<ID1>> PCN NVT

Group <<Group1>> RxID <<Group 1>>

NAVITUS
PHARMACY BENEFITS REINVENTED

**\$10 COPAYMENT REQUIRED FOR THE FOLLOWING:
OFFICE VISIT, SPECIALIST, URGENT CARE, ER, AND PRESCRIPTIONS.**
Copayments are required even when two or more cards are presented.
Please pay copayments at the time of service.

Use as Secondary
(provider bills second
after 1st insurance has
processed)-#2 in order.

Because the care is
considered primary care
(office visit) only a \$10
copayment is required
not \$45. Always use the
Missionary Medical
copayment to determine
copayment amount.

Missionary Going to Doctor's Office with No Family Insurance

Missionary is going to the doctor's office for care that was approved by a Missionary Medical nurse and has no family insurance. The Missionary Medical card is available to the missionary on the Missionary Care Mobile App.

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UnitedHealthcare
Options PPO Network

MISSIONARY MEDICAL

Name <<Card Name>> RxBin 610602
ID <<ID1>> PCN NVT
Group <<Group1>> RxID <<Group 1>>

NAVITUS
PHARMACY BENEFITS REINVENTED

\$10 COPAYMENT REQUIRED FOR THE FOLLOWING:
OFFICE VISIT, SPECIALIST, URGENT CARE, ER, AND PRESCRIPTIONS.
Copayments are required even when two or more cards are presented.
Please pay copayments at the time of service.

Use the Missionary Medical card and only pay a \$10 copayment.

Missionary at Pharmacy with Family Insurance

Missionary is going to a pharmacy for a prescription. His family insurance is Blue Cross and Missionary Medical (through UHSS) is secondary. The pharmacy accepts both cards.

Anthem BlueCross BlueShield

Member Name
Identification Number: JQMxxxxxxx
Effective Date: 01/01/2014
Contract Code: 0RXK
RxBin: 003858
PCN: A4
Rx Group Plan: WLHA 040

Deductible: \$2000/\$4000
OOP: \$6350/\$12700
Co-Insurance: 20%
Office Visit Copay: \$45

Select Rx List
Dental Program: Prime
Pathway PPO

Use as Primary (provider bills first)-#1 in order.

UnitedHealthcare
Options PPO Network

MISSIONARY MEDICAL

Name <<Card Name>> RxBin 610602
ID <<ID1>> PCN NVT
Group <<Group1>> RxID <<Group 1>>

NAVITUS
PHARMACY BENEFITS REINVENTED

\$10 COPAYMENT REQUIRED FOR THE FOLLOWING:
OFFICE VISIT, SPECIALIST, URGENT CARE, ER, AND PRESCRIPTIONS.
Copayments are required even when two or more cards are presented.
Please pay copayments at the time of service.

Use as Secondary (provider bills second after 1st insurance has processed)-#2 in order.

Because the care is considered a prescription only a \$10 copayment is required -- not anything more. Always use the Missionary Medical copayment to determine copayment amount.

Missionary at Pharmacy with No Family Insurance

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Missionary is going to a pharmacy for a prescription. The Missionary Medical card is available to the missionary on the Missionary Care Mobile App.



Use the Missionary Medical card and only pay a \$10 copayment.

Frequently Asked Questions

Questions	Answers
<p>What if a higher copayment is requested from the missionary by the provider?</p>	<p>Have the missionary explain to the medical provider that only a \$10 copayment is required. If they won't accept that explanation, have the provider contact Missionary Medical at (801) 578-5650 or 1-800-777-1647.</p>
<p>What if the medical provider or pharmacy does not accept the family (primary) insurance?</p>	<p>The missionary should go to medical providers or pharmacies contracted with the family insurance. If there are problems, have the provider or pharmacy contact Missionary Medical at (801) 578-5650 or 1-800-777-1647 so we can discuss the situation. In some situations, Missionary Medical may have the missionary use the Missionary Medical ID card to pay first if the medical provider or pharmacy won't bill the primary insurance.</p>
<p>What address should the missionary use when completing paperwork with the medical provider?</p>	<p><u>The mission office address should always be used</u> so if a billing statement is sent, it can be forwarded to Missionary Medical for resolution. If the mission office receives billing statements, please send them to</p>

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	Missionary Medical by email at mmstatements@dmba.com , or by fax at 801-578-5907.
Should a missionary have a copy of his or her family's medical insurance card?	Yes, this is critical to have. The family insurance card(s) should be uploaded into the Missionary Care Mobile App. Instructions on how to do this are found at www.dmba.com/missionarycare . Medical providers rely on the information on this card to bill appropriately.
What if the pharmacy can't run two cards (family insurance and Missionary Medical)?	If possible, identify and have to the missionary go to another pharmacy that will run the two cards. If that is not possible, contact Missionary Medical at (801) 578-5650 or 1-800-777-1647 for further direction.
Should a missionary use the primary (family) insurance provider network when obtaining care?	Yes. When that is not possible, in certain situations, in-field missionaries may be directed to Missionary Medical contracted providers, independent of their own medical insurance provider network(s).