

## Friday Health Plans Frequently Asked Questions

QUESTIONS	ANSWERS
<b>How do members access care prior to receiving ID cards?</b>	Members can reach out to customer service to obtain a copy of their ID card.
<b>When will ID cards be mailed and who are they mailed to?</b>	ID cards are mailed as soon as the group is installed and will be sent to the members directly
<b>What if the information on the IDcard is wrong?</b>	Please contact the group administrator and customer service to make corrections.
<b>How can I get a temporary ID card?</b>	Temp ID cards are available through customer service and the member portal.
<b>Urgent care/emergency before enrollee has their ID card</b>	Contact customer service to verify benefits
<b>Can enrollee get medication before they receive their IDcard?</b>	Can pay out of pocket and file claim for reimbursement or contact customer service to verify benefits.
<b>ID alpha prefix</b>	None
<b>Where should the group send future employee applications and terminations?</b>	Adds and Terms can be sent directly to <a href="mailto:questions@fridayhealthplans.com">questions@fridayhealthplans.com</a>
<b>When will the client receive their first bill?</b>	Once the group has been processed we will contact the group to obtain binder payment. After that, the group can opt for auto pay. The invoice will be sent after the group is installed.
<b>Payment options</b>	Credit Card, Auto Draft
CONTACT INFORMATION	
<b>Member services</b>	844-451-4444
<b>Billing and enrollment</b>	844-451-4444
<b>Pharmacy customer service</b>	844-451-4444
ONLINE RESOURCES	
<b>Employers</b>	None at this time
<b>Members</b>	<a href="https://www.fridayhealthplans.com/member-hub/tx/">https://www.fridayhealthplans.com/member-hub/tx/</a>
<b>Provider check</b>	<a href="https://www.fridayhealthplans.com/health-network/tx/">https://www.fridayhealthplans.com/health-network/tx/</a>

Information is believed to be current as of the last update and is subject to change. The accuracy of this information is not guaranteed. Last updated on 4/2/21.

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