



Provider Notice

Date: June 14, 2021

To: All HCDPBC Contracted Providers/ Office Managers/ Billing staff

RE: Palm Beach Health District Member ID format change

Please note that as of July 1, 2021, a new format for Member ID will be phased in for all patients enrolled in either of the Health Care District of Palm Beach County's uninsured patient programs, displayed as "Palm Beach Health District" and "Palm Beach Health District Trauma" in PlanLink.

Format

- Historically, Member ID consisted of a 12-digit number (i.e., 100012345678)
- The new Member ID will now consist of a 7-digit number followed by the letters "DC" (i.e., 1234567DC)

Phases

- New patients enrolled on or after July 1, 2021 will have the new Member ID format upon enrollment
- Current patients will have the new Member ID format when their current eligibility period expires, and eligibility is renewed

To ensure accurate and timely claims processing, please confirm the patient's Member ID via PlanLink prior to submitting any claims.

We kindly ask that this notice be distributed to any billing staff who submit claims for "Palm Beach Health District" or "Palm Beach Health District Trauma" patients.

Should you have any questions, please contact our Provider Operations Hotline at 855-819-9506.

Thank you.