To Our Members

We sincerely apologize to all who have experienced delays in accessing our website and call centers. We know your time is valuable and we're sorry for any inconvenience. We are working hard to assist all of our members and have provided additional options to access benefits, confirm coverage, print temporary ID cards, pay bills, and view claims.

We know our members have many questions. To accommodate the number of inquiries being received, we have extended the hours of our Customer Service Center. The call center is now open from 8 a.m. to 8 p.m. Monday through Friday, and from 9 a.m. to 2 p.m. on Saturdays, for the month of January. You can reach Customer Service at **1-888-YOUR-AH1**. Additionally, we've compiled a list of your most common questions and ways to get help.

1. **I want to register for amerihealthexpress.com.**
   Members registered on our **amerihealthexpress.com** site can print temporary member ID cards, view and pay bills, review claims, and much more. To register for **amerihealthexpress.com**, you will need your member ID number which can be found on your member ID card.

2. **I haven't received my member ID card but need to get one.**
   If you haven't yet received your member ID card in the mail, you can print a temporary card by visiting our member portal at **amerihealthexpress.com**.

3. **I need to pay my premium but I'm not sure how or when it's due.**
   For Individual members who selected their plans by December 31, we've extended the initial premium payment deadline to January 28, 2014. As long as your initial premium payment is made by January 28, 2014 your coverage will retroactively take effect January 1, 2014.

4. **I enrolled online but am not sure how to confirm my coverage and eligibility.**
   If you haven't received any information from AmeriHealth New Jersey in the mail, and need to confirm your enrollment, please contact our Customer Service Center at **1-888-YOUR-AH1** and a representative will be glad to assist you. Our Customer Service Center is open from 8 a.m. to 8 p.m. Monday through Friday, and from 9 a.m. to 2 p.m. on Saturdays, through January.

5. **I don't have my member ID card but need to fill a prescription.**
   You can still receive drugs that have been prescribed by your doctor even if you have not received your member ID card. Participating pharmacists can confirm coverage through their systems.

6. **I have already received prior-authorization for a prescription, but my pharmacist can't find it in my records.**
   If you're a member having trouble filling a prescription, there are several options available:
   1) You or the pharmacist can call the pharmacy benefits team at **1-888-678-7012** to verify prescription prior authorization requests.
   2) Ask your doctor to fax a new prior authorization form to AmeriHealth New Jersey **1-888-671-5285**.
   Please note, under our standard pharmacy policy, you can generally receive a 96-hour supply of the prescription right away. When the new prior authorization is updated, the pharmacy can fill the remainder of the prescription.

7. **I'm in an HMO plan and want to select (or change) my Primary Care Physician (PCP).**
   Members enrolled in one of our HMO plans must select a primary care physician. To select or change your PCP, please log into **amerihealthexpress.com** or call our Customer Service Center at **1-888-YOUR-AH1**. You will receive a new member identification card to reflect your PCP choice.

8. **My member ID card arrived saying a "Valid PCP Required." What do I do to change that?**
   Members enrolled in one of our HMO plans must select a primary care physician. If you receive a card that doesn't indicate your PCP selection, or says "Valid PCP Required," please log into **amerihealthexpress.com**, or call our Customer Service Center **1-888-YOUR-AH1**, to confirm or make your selection. You will receive a new member identification card to reflect your PCP choice.