Instructions for Replacement Medical Card from MedPartners

- 1. Call MedPartners at 1-800-258-0974 or 435-7768. Let them know you need your personal ID# to request a replacement card.
- 2. Log onto www.medpartnersonline.com.
- 3. Click on Member Section.
- 4. Click on Register to create your account.
- 5. Fill in the User Registration information (pay close attention to the password requirements).
- 6. Once account is set up, you will receive a confirmation across the top of the screen "User <u>ID#</u> created, e-mail sent to ladams@theduponthospital." (example).
- 7. Click the back arrow button to go back to the Login Screen and type in Login # (User ID#) and password.
- 8. Click on ID card at top of the screen.
- 9. Request ID card select one of the reasons for the request.
- 10. Click on "I Agree" button to terms.
- 11. Click on view temporary card and print temporary card until replacement card arrives.

Instructions for Replacement Prescription Card from Caremark

1. Call Caremark at 1-888-771-7268 to request a replacement prescription card.

Vision Cards from VSP are not issued. Log onto VSP.com to view benefits/eligibility