



**QUICK REFERENCE GUIDE**  
 PROVIDER QUESTIONS (210)-697-9900  
 REFERRAL QUESTIONS PLEASE CALL PCP  
 AUTHORIZATION VERIFICATION (210)-617-4011

**SAMPLE ID CARDS**

**Identification Card**



**Employee: John Doe**  
**Group #:** BMA013  
**Effective Date:** 01/01/2004  
**Plan:** A  
**PCP Name:** Padilla, David E (210-222-2222)

For Routine Care call your Physician listed above.

Send All Medical Claims To:  
 Benefit Management Administrators, Inc.  
 P.O. Box 781709  
 San Antonio, Texas 78278

Verification of Benefits/Pre-certification:  
 Login at: [www.bmatpa.com](http://www.bmatpa.com) to verify  
 benefits 24 hours a day or call  
 210-697-9900 1-800-934-6302 (Toll Free)  
 Hours: 8:00a.m. – 5:00p.m. M-F

**BENEFIT INFORMATION**

PCP Office Visit: \$ 0 Co-pay	Prescription Drugs: \$0 Generic
Specialist/Pedi: \$20 Co-pay	\$25 Formulary
UC Co-pay: \$50 Co-pay	
ER Co-pay: \$100 per visit	

Pre-cert is required for all Hospital admissions and non-urgent services. Penalty for noncompliance.

Pre-certification does NOT guarantee payment of service or procedure reviewed.

Notice to Hospitals and Physicians

Possession of this card does not guarantee eligibility

Notice to Members

Emergency Services – If Possible, contact your Physician or go to the nearest emergency room and call your Physician within 24 hours.

**MEMBER ELIGIBILITY**

**BMA**

Benefit Management Administrators, Inc  
**San Antonio Phone 697-9900**  
 Toll Free 1-800-934-6302  
 (8:00 am to 5:00 pm M-F)  
 or login 24 hours a day at  
[www.bmatpa.com](http://www.bmatpa.com)

**PREAUTHORIZATION**

Urgent Phone Requests or Inpt/Obs Notification  
 Call PCP – see ID Card or  
 Call Benefit Coordinator (210)-617-4011  
**Fax 210-617-4090**

**CLAIMS ADDRESS**

BMA  
 Benefit Management Administrators Inc  
 PO Box 781709  
 San Antonio, TX 78278

**PHARMACY**

Pharmacy Benefit Management  
 Patient Choice Prescription  
 PO Box 6286  
 San Antonio, Tx 78209  
 Toll Free 877-469-7879  
 Fax 858-630-6133  
[www.patientchoicercx.com](http://www.patientchoicercx.com)

**MENTAL HEALTH**

Alamo Mental Health  
 Phone 614-8400

**LAB**

LAB CORP Phone # (800) 788-9892  
 San Antonio 735-9461 #3

**CUSTOMER SERVICE**

Melissa Garcia, Benefit Coordinator  
 Phone 617-4011 Fax: 617-4090

Bridgett Sterling, RN, BSN  
 WEHP UM Manager  
 Phone 617-4745 Fax: 617-4090