

Memorial Hermann Frequently Asked Questions

QUESTIONS	ANSWERS
How do members access care prior to receiving ID cards?	Members can use the Generic/Temporary ID Card template while they wait to receive their physical cards in the mail. This template is included in the welcome email. Members can also login to their member portal to print ID card: https://mhapexmember.healthtrioconnect.com/app/index.page
When will ID cards be mailed and who are they mailed to?	7-10 days after group is in the system and they are mailed to the member.
What if the information on the IDcard is wrong?	Employer or broker will need to submit a request to MHHPGroupMaintenance@apex4health.com to have the members information corrected.
How can I get a temporary ID card?	Members can use the Generic/Temporary ID Card template while they wait to receive their physical cards in the mail. This template is included in the welcome email.
Urgent care/emergency before enrollee has their ID card	Members can use the Generic/Temporary ID Card while they wait on their physical card to arrive. If the temporary ID Card is not available, members may be expected to make a good-faith payment and submit a claim after. Please keep receipt(s) to submit for reimbursement with the claim form.
Can enrollee get medication before they receive their IDcard?	Yes, members can use the Generic/Temporary ID Card template while they wait to receive their physical card in the mail. If the temporary ID Card is not available, member will pay out of pocket and submit a claim after to receive reimbursement.
Where should the group send future employee applications and terminations?	MHHPGroupMaintenance@apex4health.com
When will the client receive their first bill?	The group will fall into 1 of 2 scenarios due to the fact the MHHP runs billing/invoices on the 10th of each month: 1. If your group is installed prior to the 10 th of the month – they will receive that bill for the current month in that same current month (Ex: installed Jan 6. = receive Jan bill in Jan). 2. If your group is installed after the 10 th of the month – you will receive both the current bill and the following bill in the following month (Ex: installed Jan 15. = receive both Jan and Feb bill in Feb).
Payment options	ACH or check
CONTACT INFORMATION	
Member services	Phone: 855-645-8448
Billing and enrollment	Billing: BillingInquiry@apex4health.com Enrollment: MHHPGroupMaintenance@apex4health.com
Pharmacy customer service	Navitus Customer Service: 866-333-2757 members.navitus.com
ONLINE RESOURCES	
Employers	healthplan.memorialhermann.org
Members	Website: https://healthplan.memorialhermann.org/members Member Portal: https://mhapexmember.healthtrioconnect.com/app/index.page
Provider check	healthplan.memorialhermann.org/find-a-doctor

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 8/5/2024.

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