

HMSA Akamai Advantage Dual Care (PPO D-SNP) Membership Card Frequently Asked Questions

Starting Jan. 1, 2027, all HMSA Akamai Advantage® Dual Care (PPO D-SNP) members will receive a new HMSA membership card, which will include information for both Medicare and QUEST benefits.

Why did my HMSA Akamai Advantage Dual Care membership card change?

- We updated the Dual Care membership card to make it easier to use.
- Your new card includes both your Medicare and QUEST information, so you can use one card when you get care or fill a prescription.
- Having one card helps reduce confusion and makes it easier for you and your providers to find necessary health plan information.

What are the changes to the HMSA Akamai Advantage Dual Care membership card?

- Your new membership card has a simpler layout and includes your Medicare and QUEST information in one place.
- You may see new or updated sections on your card, including:
 - **QUEST information** that shows your card can be used for both Medicare and QUEST benefits.
 - **Member ID numbers** for both Medicare and QUEST health plans.
 - **QUEST benefit information** that shows the QUEST plan you're enrolled in.
 - **Prescription drug information** that helps pharmacies process your Medicare and QUEST prescription drug claims.
 - **Primary care provider information** that shows your QUEST primary care provider (PCP), phone number, and the date your PCP was assigned to you.
 - **Provider network** your QUEST PCP belongs to.



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