

**MEMO TO: CLINIC MANAGERS, BILLING MANAGERS, AND PROVIDERS**

Effective 01/09/2025

Hafa Adai Providers!

We would like to inform you about recent changes and updates we've made to TakeCare provider portal particularly the member search functionality on [tcproviderportal.takecareasia.com](https://tcproviderportal.takecareasia.com).

**1. Changes to Member ID**

Effective January 1, 2025, TakeCare made changes to all its eligible Member IDs. When searching TC-EVA, these new Member IDs is going to be shown and you will be using these Member IDs for any covered services and to submit claims for these covered services to TakeCare.

**2. Changes to Member Search**

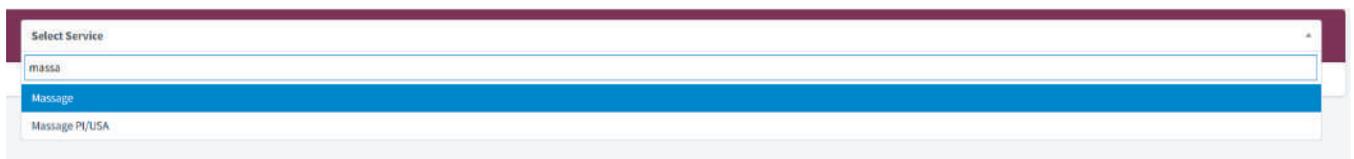
Providers can continue to search using **Member ID and/or Member Name & Date of Birth**. For the Member ID search, they can use both the old and new Member IDs. However, the new Member IDs needs to be used to bill for covered services beginning January 1, 2025.

**3. Cache-Related Issue and Resolution**

Following this update, we've observed that searches may occasionally appear blank. To resolve this, we kindly request you to coordinate with your IT team to delete your cache or browsing history, to address and resolve the issue.

**4. Benefit Coverage Search**

To search for specific benefit categories, please use the drop-down listing under "Select Service". Refer to the screenshot below:



**5. Coverage Limitation Search**

To search for specific member share, i.e. deductible, copayment and/or co-insurance and/or benefit plan limitation, please select the benefit category and any applicable member share and/or benefit plan limitation will display for the member as shown on the screenshot below.

IN NETWORK	OUT OF NETWORK
Member Coinsurance: 0%	Member Coinsurance: 100%
Member Copay: \$10.00	Member Copay: \$0.00
Max Dollar(\$)/Visit: \$35.00	Max Dollar(\$)/Visit:
Deductible Applies: No	Deductible Applies: No
Applies to OOP: No	Applies to OOP: No
Copay or Deductible Applies to OOP: No	Copay or Deductible Applies to OOP: No
Max Dollar(\$)/Year: \$700.00	Max Dollar(\$)/Year: Not Applicable
Max Visit/Year: 20	Max Visit/Year: Not Applicable

**6. Benefit Product Category Search**

To search for specific benefit product categories coverage for eligible members, i.e. medical, dental, vision/optical, massage, etc., please search the member using either the Member ID and last name or the member last, first and date of birth and perform a **Benefit Coverage** or **Coverage Limitation** search. If the information is not showing, then perform a hard refresh on your browser by clicking **CTRL+F5**.

If you encounter any issues or have further questions or clarification, feel free to contact our dedicated support team at call **671-646-6956 ext. 7164/7168** or email [tc.provider@takecareasia.com](mailto:tc.provider@takecareasia.com). We value your partnership and are here to help ensure smooth operations.

Thank you for your continued support and partnership.