

HOW TO PRINT A TEMPORARY ID CARD

You may print a temporary ID card from the Catalyst Rx Web site if one is needed until the permanent card is received or if an ID card is lost and a card is needed immediately.

Below are the instructions for printing a Temporary ID card:

1. Please contact Customer Service to obtain the **unique ID number**. The phone number is 501-374-3484, Option 6, and then Option 2 for Customer Service.
2. Social Security numbers are never used due to Identity Theft. **Only the member's name** is used on the ID card; no spouse or other dependent's name is ever entered. The card will be sent to the address on file with Municipal Health Benefit Fund. Please be sure it is the correct address.
3. The Web site is www.catalystrx.com
4. On the right side of the screen, click "Members" and enter the new ID number and the date of birth of the member (use the /)—example mm/dd/yyyy—**Enter**
5. On the next screen on the left, click on Common Questions.
6. Scroll down to the large box that says Print Temporary ID Card.
7. Type the employee's name as it is listed on his enrollment form and the new ID number. (Never use a Social Security number or a spouse's name or dependent's name.) **click Submit**
8. You will get a message that tells you a card will be printed—**click OK**.
9. Print card screen comes up. **Print the Temporary ID Card**