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Informed Healthline (800) 556-1555. You must choose a primary care physician (PCP) within the Memorial Hermann network and referrals are required. Your PCP must issue referrals before the service except for the direct access benefits or emergencies. If you do not obtain referrals, you will be responsible for the cost of the service. To precertify, call the member or provider number listed. Emergency: Call 911 or go to the nearest emergency facility. Notify Member Services as soon as possible after treatment. This card does not guarantee coverage.

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