

# overview

## CariCare™ Card - New Card, Awesome Benefits

**Sagicor's CariCARE™ Card** has a bold new look with all the benefits that only Sagicor customers can enjoy.

Forget about filling out claim forms, paying upfront costs and waiting to be reimbursed at participating CariCARE™ swipe facility providers. With Sagicor's CariCARE™ Card, you can swipe your card to receive instant coverage, while only paying your part! It's easier, cheaper, and you reap the immediate benefits of your health insurance plan.

Sagicor's CariCARE™ plan with its combined benefits delivers service and value you can trust. CariCARE™ users benefit from more than doctor, dental and eye care visits. You also have the following benefits:

- Hospital Room and Board
- Emergency ambulance/air transportation
- Transplant procedures

**And much more.**

### **That's not all!**

Our new card allows instant access to our website [sagicor.com](http://sagicor.com), by simply scanning the QR code. Call us at 1 (800) 744-7707 or email us at [eservice@sagicor.com](mailto:eservice@sagicor.com) to find out more or fill out the form above so we can chat!

**But wait ... there's even more? Yes!**

Did you know in Trinidad and Tobago, CariCARE™ users can receive discounts at selected participating businesses through Medicaid? For further information visit [medicardlimited.com](http://medicardlimited.com)

**Please note - the CariCARE™ card is only available via our Group and Individual Health plans.**

## FAQs

### **What is the start date to begin using the new CariCARE™ card?**

New cards should be used immediately upon receipt.

### **What should I do with the old card?**

Unless otherwise directed by your Group Plan Administrator or Advisor, you should destroy the old card

immediately upon receipt of your new card.

### **Do I need to have my new card ‘activated’?**

No. The card comes fully activated and ready for use.

### **I have not received my new CariCARE™ card yet. Should I continue to use my old card?**

Yes. You can continue to use your green and white card until the new card is received.

### **Where are the new cards available?**

If you are on a Group Health plan, the new card should have been issued to your employer. Please contact your plan administrator.

If you are on an Individual Health plan, the new card should have been issued to your Advisor. They will provide the new card to all active and paid-up members. Please contact your Advisor.

### **How long can I continue to use the old CariCARE™ card?**

All members should receive their new cards by **March 31st, 2023**. After this date only the new cards are to be used.

### **Will my new card have the same reimbursement benefits as my old card?**

Yes. Your benefits remain the same. The reimbursement benefit on the old card will be the most up-to-date balance available on the new card.

### **Can I use this card to access discounts?**

Discounts can be accessed from participating merchants in the Medicaid network in Trinidad and Tobago.

## Who are the Medicaid merchants?

You can access the full list of Medicaid merchants by visiting their website at [medicaidlimited.com](https://medicaidlimited.com). You can enjoy discounts by presenting your CariCARE™ card at these merchants.

## What is the QR code about?

The new cards now feature a QR code which directs you to our Group Life & Health web page when scanned by your mobile device. From there you have access to more information on our Group Life and Health plans including claims and benefits information.

## I am a company interested in accessing the benefits of the CariCARE™ card for my employees. How do I sign up?

Contact our Client Relations team in your respective location who will provide the best Plan options based on your preferred requirements. You can email them at [clientrelationsstt@sagicor.com](mailto:clientrelationsstt@sagicor.com).

## I am a service Provider. How do I sign up to be included as part of your Provider network?

Please connect with us via our [Support page](#)

## I am an individual interested in accessing the benefits of the CariCARE™ card. How do I sign up?

If you are an individual, then you may speak to one of our Advisors, complete the online form above or connect with us via our [Support page](#)

## Where can I send my questions/comments?

You may also connect with us via our [Support page](#)

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# related products

## Sagicor Health Series

With the Sagicor Health Series, you have the security of being protected by a company that has become a trusted name in Trinidad & Tobago and wherever you are in the world. Our range of benefits provides major medical coverage that suits your needs. Plus, you have free access to our exclusive CariCARE card.