

# **HEALTH BENEFITS E-NEWS**

*Department of Human Resource  
Management  
Office of Health Benefits*

*June 12, 2019*

## **2019 Health Plan ID Cards Will Be Mailed to Participants This Month**

New health plan identification (ID) cards for COVA Care, COVA HDHP, COVA HealthAware and the Optima Health Vantage HMO are being mailed to participants beginning the week of June 10. Here are important things to know about the new ID cards:

**All Health Plans:** Members **must use their new health plan ID card beginning July 1 to receive benefits**, and destroy all other cards. Benefits will not process unless the new card is used.

**COVA Care and COVA HDHP:** ID cards will be mailed the week of June 17.

- As part of a system enhancement, there will be a different prefix for the Member Identification Number displayed on the card. **The new prefix will be FVI** for employees, non-Medicare retiree group members and Extended Coverage (COBRA) participants. It is currently **YTX**.
- Members should destroy all previous ID cards, including the card received in April 2019.
- ID cards are provided in different sets based on membership. Those with single membership will receive only one ID card, while participants enrolled in Plus One and Family membership will receive a set of two cards. Members will need to contact Anthem directly to order additional cards.

**COVA HealthAware:** ID cards will be mailed the week of June 10.

- Aetna will send a welcome letter to members along with their new ID card, which can be used for medical, pharmacy, dental and vision coverage. Contact information for each administrator is on the back of the card.
- Members will need to update new plan administrator information with their providers for dental coverage (Delta Dental) and prescription drug coverage (Anthem Pharmacy delivered through IngenioRx.)
- Aetna will continue to administer the Health Reimbursement Arrangement (HRA) as it does today.

**Optima Health Vantage HMO:** ID cards will be mailed the week of June 10.

- There is a unique Optima Health member ID number on the card.
- Tier 1 and Tier 2 pricing is noted. Visiting a Tier 1 provider will result in lower copayments on physician and specialist visits.
- Out-of-area dependents will receive a separate card that lists the Private Healthcare System (PHCS) as in-network.

## **Health and Wellness Programs**

As communicated in the 2019 Spotlight newsletter, state health plans will administer the health and wellness programs starting July 1. COVA Care, COVA HealthAware and COVA HDHP members currently enrolled in the ActiveHealth Healthy Insights, Healthy Beginnings and Healthy Lifestyle programs will be receiving a transition letter from their plan administrator (Anthem or Aetna). The letter will have information on how to engage with their new coaching team and, if applicable, how to maintain their health plan incentive.

## **Employee Assistance Program (EAP) Services Can Assist Employees and Agencies**

In the wake of the Virginia Beach tragedy, remember that each individual health plan has an EAP to help enrolled members with workplace or personal issues. To contact the EAP:

**COVA Care and COVA HDHP:** 855-223-9277 or [www.AnthemEAP.com](http://www.AnthemEAP.com)

(Company Name: *Commonwealth of Virginia*)

**COVA HealthAware:** 888-238-6232 or [www.mylifevalues.com](http://www.mylifevalues.com) (Password: COVA)

**Kaiser Permanente HMO:** 866-5177042 or [www.achievesolutions.net/kaiser](http://www.achievesolutions.net/kaiser)

**Optima Health Vantage HMO:** 866-846-2682 or [www.optimahealth.com/cova](http://www.optimahealth.com/cova)

Managerial assistance also is available for Critical Incident Responses to address traumatic incidents, natural disasters and workplace issues. Anthem EAP is the primary provider for these services to agencies impacted by this tragedy and other emergency or workplace situations. Contact Anthem EAP at 1-855-223-9277 at any time to discuss or arrange these services.

The [manager's manual](#) and a listing of available training sessions are posted on the DHRM website and at [www.anthem.com/cova](http://www.anthem.com/cova). In addition, to offer EAP services for waived health plan enrollees, agencies may enter into agency level agreements with Anthem. These are direct contracts between Anthem EAP and the agency. The agency will be billed directly by Anthem.

For more information or to schedule EAP workshops, send an email to Lynn Vogel at [lynn.vogel@anthem.com](mailto:lynn.vogel@anthem.com).

**You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)**