



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo

#20-04

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: July 14, 2020
Re: COVA HealthAware ID Card Update

As referenced in the Open Enrollment Spotlight, all COVA HealthAware participants received a new ID card for the plan year effective July 1, 2020. Existing members should discontinue the use of their old ID card and update the new ID card with their providers and pharmacies. The new ID cards reflect an expansion in the underlying Aetna medical network from Choice POSII to Choice PPO. These changes do not impact the plan benefits but do provide a broader network of participating providers.

New COVA HealthAware participants effective July 1, 2020 with the Enhanced Vision option will receive a welcome packet from Aetna Vision Preferred powered by EyeMed. The welcome packet does contain a separate vision ID card with a unique member ID that can be used with vision materials providers, but is not necessary. COVA HealthAware members can use their main health plan ID number and card for all vision related services as well.