

# ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource  
Management  
Office of Health Benefits*

*April 10, 2019*

## **New COVA Care and COVA HDHP Member ID Cards To Be Issued This Month**

Effective **July 1, 2019**, pharmacy benefits for the COVA Care and COVA HDHP plans will be managed by **Anthem Pharmacy, delivered by IngenioRx**.

**New ID cards will be mailed to all COVA Care and COVA participants in April for the purpose of ensuring that the Anthem pharmacy system is ready to process their prescription drug claims starting on July 1.**

**Your employees are encouraged to use the interim cards immediately.** However, if they happen to use their current card, their claims will still process as usual through June 30, 2019. The new April ID card is identical to their current card except that it reflects Anthem-specific pharmacy information that will allow the pharmacy to test the Anthem system in advance of the July 1 change. A new Anthem Pharmacy telephone number will also be included.

In mid-June, new ID cards will be issued again for COVA Care and COVA HDHP participants for the start of the new plan year on July 1. These will reflect any changes made during Open Enrollment, but all participants, regardless of Open Enrollment activity, will receive new cards. Once participants begin using their new July 1 cards, previous cards may be destroyed.

Participants currently using mail service or the specialty pharmacy will be contacted directly with information about transitioning their claims to IngenioRx.

Participants may contact Anthem Member Services at **1-800-552-2682** if they have questions.

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