

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

July 3, 2019

Thank you for your hard work and dedication during the Open Enrollment period and plan year transition.

Following are some updates regarding the transition to the new plan year that started on July 1. We will continue to keep you informed as this progresses, and we hope that you find this information helpful.

Activating Payflex Health FSA Debit Card—What is My Employee ID Number?!

To expand upon our [June 28 E-News](#), employees are continuing to have problems activating their new Payflex Health FSA debit card for use starting July 1 because they don't know their Employee ID number.* Following are suggestions that you can provide to your employees to help them identify their Employee ID*. To activate the debit card, they must have the last four digits of Employee ID assigned by PMIS/BES—nothing else will work. (The last four digits of the Social Security Number will not work for activating the debit card.)

*Employees who work for decentralized agencies (e.g., College of William and Mary, Virginia Tech, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Commonwealth University, George Mason University, Virginia Economic Development Partnership, Virginia Tourism Authority and any other agency that assigns their own Employee ID) generally have different Employee ID numbers and must use their health plan (BES) ID number as described below to provide the four-digit access.

For Payline users:

- Employees who access Payline use their seven-digit [Commonwealth of Virginia](#) Employee ID number preceded by "00" to login. The last four digits of that number can be used to activate their Payflex Health FSA debit card. Example: 001234567

For Anthem plan participants (COVA Care, COVA HDHP):

- The **new Anthem ID card** for active employees to use starting July 1 has a **new prefix—FVI** (formerly YTX). The new prefix is followed by the seven-digit Employee ID number, then the suffix XU. For the purpose of activating their Payflex debit card, the last four digits of the seven-digit Employee ID (not including the XU) should be used. Example: FVI1234567XU

For Aetna plan participants (COVA HealthAware:

- The new Aetna ID card for active employees to use starting July 1 also includes the Employee ID number within the Aetna ID. The Employee ID number will be the seven numbers that follow "00." Example: 001234567

For Kaiser Permanente HMO, Optima Health Vantage HMO, TRICARE Supplement or Waived Participants:

- Employees in these plans or in waived status who do not know their Employee ID number and do not use Payline will have to seek Benefit Administrator assistance in getting their Employee ID number.

Once the debit card has been activated, logon to www.payflex.com to register. You will be asked to complete your profile, set up your user ID and password, and set up your preferences such as bank accounts and account notifications. (Unlike debit card activation, the last four digits of the Social Security Number can be used to register.) If you are enrolled in the Health FSA, you must have your debit card number to register.

Since Dependent Care-only FSA enrollees do not have a debit card, they can go directly to www.payflex.com to register for online access. (If you are not enrolled in a Health FSA and are asked for a debit card number, contact Customer Service.)

AT THE END OF THIS E-NEWS, WE HAVE ADDED A LINK TO SOME FAQs REGARDING THE NEW PAYFLEX FSA PROCESS. WE HOPE THIS WILL BE HELPFUL!

New Health Plan ID Numbers

All State Health Benefits Program participants except Medicare-eligible retirees were sent new ID cards for use starting July 1. Use of these new cards by Anthem and Aetna plan members is critically important since their prescription drug coverage will have a new administrator, Anthem Pharmacy delivered by IngenioRx, starting July 1. The new July 1 ID cards provide information that all pharmacies will need to process prescription drug claims. For Anthem plan participants (COVA Care and COVA HDHP), the change in the ID number prefix (from YTX to **FVI**) will also be needed by all medical providers to correctly file medical claims.

Update on Anthem Engage Mobile App for COVA Care and COVA HDHP Participants

The July 1 implementation of the Engage mobile app has been delayed, but it is anticipated that it will be available soon. However, online access to plan information is available by using anthem.com. Pre-July 1 registered members can use their existing user name and password. New registrants will need to use the ID number on their new ID card (with the new FVI prefix) to register.

Transition of Health and Wellness Programs

COVA Care, COVA HealthAware and COVA HDHP members who were enrolled in the ActiveHealth *Healthy Insights, Healthy Beginnings and Healthy Lifestyle* programs will begin receiving a transition letter from their plan administrator (Anthem or Aetna) starting the week of July 8. The letter will have information on how to engage with their new coaching team and, if applicable, how to maintain their health plan incentive.

Participants in an Anthem or Aetna plan (COVA Care, COVA HDHP and COVA HealthAware) who wish to enroll in a health and wellness program should call the Customer Service number on their Health Plan ID card.

Pharmacy Transition of Home Delivery and Specialty Prescriptions

Anthem Pharmacy, delivered by IngenioRx, mailed letters on June 26 to COVA Care, COVA HealthAware and COVA HDHP members who had any remaining refills of prescriptions (except controlled substance prescriptions) for home delivery and specialty pharmacy through Express Scripts. The letter contains information on how to continue filling these prescriptions. Note that auto-refill and payment information will not be transferred, and must be established by contacting Anthem.

In addition, due to unique concerns associated with specialty medications and the conditions they're prescribed to treat, Anthem is also making outbound calls to every member that has filled a specialty medication through mail order (currently Accredo) to walk them through the process associated with the move to IngenioRx. Outbound calls began the week of June 17.

Online Health Assessments

Effective July 1, ActiveHealth is no longer administering the online health assessments available through the COVA Care, COVA HDHP and COVA HealthAware plans' wellness benefits and that fulfill the requirement for earning a premium reward (COVA Care and COVA HealthAware only). Anthem and Aetna are administering the health assessment process going forward. While they are temporarily offline, we anticipate that they will be available soon. We will keep you informed of their status. Please make your employees aware that they will be able to complete or update their health assessment soon.

[More Payflex FAQs](#)

You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov