

# **HEALTH BENEFITS E-NEWS**

*Department of Human Resource  
Management  
Office of Health Benefits*

*January 29, 2020*

## **New Online Portal for Ordering Certain Health Benefits Materials**

The State Employee/Retiree Health Benefits Program is going online for orders of certain health benefits materials! The new online portal will replace paper-based ordering for the state enrollment forms, and materials provided through Anthem for the COVA Care, COVA HDHP, and Medicare-Coordinating plans. In addition, agencies will be able to order IngenioRx pharmacy materials on the site for these plans and COVA HealthAware. We hope you will find this to be a more efficient, user-friendly system to help you save time in ordering materials during the year. The new online portal will be managed by Worth Higgins & Associates, an experienced printing and fulfillment provider located in Richmond.

Following is a summary of material ordering processes for all State Health Benefits Plans:

### **NEW! COVA Care, COVA HDHP, Medicare-Coordinating Plans (including dental), and IngenioRx (brochures, member handbooks, and all State Health Benefits Program enrollment forms)**

- Login to the materials ordering portal at [covaorders.com](http://covaorders.com) and enter **covaorders** as your username and **materials** as your password.
- See the "User Guide" on the portal for assistance.

Continue to call **Janet Browning at Anthem at (804) 354-3904** if you have questions or concerns about your materials orders.

### **COVA HealthAware**

- The materials order form is listed as "2019 Aetna and PayFlex Materials Order Form" and is linked on the DHRM website at <https://www.dhrm.virginia.gov/benefitsadministration/materialorder>
- Completed forms are to be emailed to [cheungj1@aetna.com](mailto:cheungj1@aetna.com) and she will fulfill the orders as they come in. These directions are also listed on the form.

### **Dental Benefits for COVA Care, COVA HDHP, COVA HealthAware**

Contact Marketing Administration at [MktgAdmin@deltadentalva.com](mailto:MktgAdmin@deltadentalva.com).

Please specify plan (COVA Care, COVA HDHP or COVA HealthAware) and the quantity for each order.

### **Flexible Spending Accounts**

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- Completed forms are to be emailed to [cheungj1@aetna.com](mailto:cheungj1@aetna.com) and she will fulfill the orders as they come in. These directions are also listed on the form.

**Kaiser Permanente HMO**

- Call Kaiser directly at 202-510-1990 to order materials or email [Chelsea.green@kp.org](mailto:Chelsea.green@kp.org)

**Optima Health – Vantage HMO**

- The materials order form is linked to the DHRM website at <http://www.dhrm.virginia.gov/benefitsadministration/materialorder>
- To submit requests, please email this form to: [covamaterials@optimahealth.com](mailto:covamaterials@optimahealth.com). Please allow 10 days for delivery

***Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [ohb@dhrm.virginia.gov](mailto:ohb@dhrm.virginia.gov)***