

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

January 26, 2021

AllClear Protection Service Emails to Members Are Legitimate

COVA Care and COVA HDHP members who are enrolled in the AllClear ID Protection Service may be receiving emails regarding renewal of their account. **These are legitimate emails.** AllClear ID changed its technology platform, and this requires all members who were covered in the program in 2020 to actively renew if they wish to continue.

The active renewal process includes having members add their Social Security Number (SSN), which was required when members originally enrolled in the program three years ago. An SSN is necessary to receive the credit monitoring and for the backend credit bureaus to scan the credit file for any changes. Without a SSN, there is no credit monitoring functionality.

Members may choose to enroll in [AllClear Credit and Identity Monitoring](#). They must provide their name, contact information and SSN. Members can also call Customer Service at 1-855-227-9830 to sign up or if they have questions.

Winter 2021 Shared Savings Program Update

COVA Care and COVA HDHP: *SmartShopper* Develops New Marketing Tools

“Don’t Miss Out on Your Cash Rewards” is the theme for *SmartShopper* during the first quarter of CY 2021. The incentive program allows employees and non-Medicare retirees and their dependents to earn a cash reward for selecting lower cost medical or lab services at designated locations. It is now offering the new tools below to assist agencies in communicating with employees about the program.

Below are links to a promotional campaign that will be launched in the next few weeks:

[SmartShopper Postcard](#)
[SmartShopper Poster](#)
[SmartShopper Flyer](#)
[SmartShopper Digital Screen](#)

COVA HealthAware: Don’t Forget About the Benefits of *Informed Rewards*

Aetna *Informed Rewards* is a price transparency and reward program you can access on your Aetna member website. Easily compare the costs of procedures, and if you

choose a lower-cost medical option, you will be rewarded. Resources include a list of rewardable services, a brochure and a membership guide.

For more information on both *SmartShopper* and *Informed Rewards*, visit the [Shared Savings Program](#) page on the DHRM website.

Please do no reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.