



## Happy New Year!

### ID Card Questions and Account Number Changes

#### ID Cards and Benefit Questions

New BCBSVT ID cards for most employees should have been received already, but some may still be on the way. If a member has not received their card and needs services soon, please give them the following information:

- 1.) Let your providers or pharmacist know you are a BCBSVT member
- 2.) Encourage your provider or pharmacist to confirm your eligibility via their online systems
- 3.) Remind your provider or pharmacist that he or she will only need your name and date of birth to confirm your coverage

Questions about your benefits: please call the BCBSVT customer service team at (800) 247-2583. BCBSVT customer service representatives are available Monday through Friday, from 7 am to 6 pm, except holidays.

**\*\* Remind members to check their mail for their new ID cards.** They will arrive in a white window envelope with **“Important Information Enclosed”** stamped on it\*\*

#### Different Account Funding in 2019?

A reminder to central office staff: Members that change from one type of funding (HRA or HSA) to another in 2019 must to be moved to a new account number. All HRA accounts end in the number “1”, any HSA accounts end in “2”. If you have a member that was on an HRA, but moved to an HSA, **please be sure to change their account number for 2019**. This ensures that their claims are sent electronically to the appropriate account with the TPA/Vendor. You can use the simplified **Group Membership Update** if there are no other changes needed to the policy (ie address or PCP).

Please contact Bobby-Jo Salls at VEHI for additional information or assistance.

[bobbyjo@vsbit.org](mailto:bobbyjo@vsbit.org)  
802-223-5040 x233

This notification has been sent to School Business Officials, Human Resources, and Health Members.

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