

# Bene-Facts

"YOUR MEDICAL & DENTAL RESOURCE"  
DECEMBER 2016



## What Will Change for Allied/ Healthspan Medical Plan Members in 2017?



Effective January 1, 2017, Anthem will replace Allied Benefits for medical claims payment. The Anthem Blue Access Network will replace the HealthSpan network.

- Allied will continue to process all medical claims that occur until year end 2016.

- Allied/HealthSpan network members will have access to their Allied medical claims online until year end 2017. You may call Allied at 1-800-288-2078 if you have questions regarding a 2016 medical claim.
- Remember to show your medical providers your new Anthem card

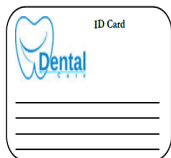
so 2017 medical claims are sent to Anthem to process.

- The change to Anthem does not affect your Express Scripts prescription benefit plan or ID card number. You will not get a new prescription card unless you change medical plan options.

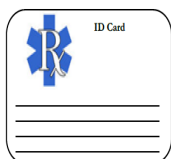
## Who will get new medical, prescription and dental cards?



- \* Everyone who enrolled in the medical plan for 2017 will get a new Anthem card including current Anthem members.



- \* New enrollees to medical, prescription, and dental plan will get a new card.



**Make sure you show your new cards to your medical provider, pharmacist, and dentist.**

- \* Current members who made a medical or dental plan option change will get new cards.
- \* Cards will be mailed at the end of December to your home address.

## What happens if you don't get an ID card by January 1?

You may **print a temporary ID card**, **order more cards**, and **download mobile apps** beginning January 1.

- For a medical card, contact Anthem at 1-855-825-1125 or go online at [www.anthem.com](http://www.anthem.com).
- For a prescription card, contact Express Scripts at 1-866-275-0044 or go online at [www.express-scripts.com](http://www.express-scripts.com).
- For a dental card, contact Delta Dental at 1-800-524-0149 or go online at [www.deltadentaloh.com](http://www.deltadentaloh.com).