

# all about ID cards

## open enrollment follow-up

In general:

- **If you chose to continue your current health plan again next year**, you will typically *not* receive a new ID card, where applicable. You should continue to use the same ID card for next year.
- **If you switched to a different health plan choice or started participating in Chevron health coverage** for next year, the applicable claims administrator will issue a new ID card to you. These ID cards are typically issued in December. Be sure to use the new card for services on or after January 1. If you started participating for the *first* time in a plan, be sure to watch for important information from the claims administrator, including how to access plan websites, mobile apps and phone numbers to use.
- **If at any time you receive a new ID card from your claims administrator**, you should *always* follow any instructions sent with the new ID card regarding its use and be sure to show the new card to your provider any time you receive services. This will ensure your claims are properly processed using new or updated information included on the new card.
- **Special purpose debit cards for the Health FSA and Fidelity HSA** function just like your personal bank debit card. If you remain enrolled in either of these accounts, you can continue to use the card year-to-year until it expires. The claims administrator will send you a new card prior to expiration. If you've enrolled for the first time, you will receive your debit card(s) in December.

### chevron ID card and website information

Not every Chevron health plan will issue an ID card. Here's what to expect from the most common plan choices. [Contact the plan directly](#) if you don't see your plan choice listed below.

#### Anthem

**Medical services** under the Medical PPO, HDHP and HDHP Basic

- ID card(s) are issued for this coverage in the mail.
- Use this card for medical services; does not apply to Rx.
- Access [Anthem website](#) and/or app here. You'll need your Member ID from your card to access digital ID cards online.
- [Contact Anthem](#) for assistance.

#### Express Scripts

**Prescription Drugs** under the Medical PPO, HDHP and HDHP Basic

**Prescription Drugs** obtained inside the U.S. under the Global Choice Plan

- You will receive ID card(s) for this coverage in the mail.
- You *must* present this ID card for retail pharmacy benefits in the U.S.; does not apply to medical services.
- Access [Express Scripts](#) website here.
- [Contact Express Scripts](#) for assistance.

(continued next page)

## chevron ID card and website information (continued)

### VSP Vision Services

- **Vision Plus Program**
- **Basic vision** under the Medical PPO, HDHP and HDHP Basic

- You do not need an ID card to receive care, simply tell your provider that you have coverage under VSP.
- If you still want an ID card, login to your account on the [VSP website](#) and print one.
- [Contact VSP](#) for assistance.

### Cigna

#### Global Choice Plan

- As a reminder, Cigna administers coverage for *all* medical services and for prescription drugs obtained *outside* the U.S.
- Physical ID cards will no longer be issued as of January 1, 2025.
- Digital ID card(s) are available from the [CignaEnvoy](#) website or mobile app.
- [Contact Cigna](#) for assistance.

### Delta Dental

#### Dental PPO Plan

- You don't need an ID card for this plan, so one will not be mailed to you. Just tell your dental office that you're covered by **Delta Dental of California** and provide your **Name**, **Date of birth**, **Employer Name**, and **Enrollee ID** number (or **social security number**). If you have enrolled dependents, tell them to provide your details, not their own.
- **Enrollee ID:** Your social security number can be used to identify you, but we all want to avoid sharing that number whenever possible. Your Enrollee ID is a safer choice. It's available from the [Delta Dental website](#) — and you can see it on your digital ID card or under your *Eligibility Information* on the website. You can also call Delta Dental to get the number.
- If you still want an ID card, login to your account on the [Delta Dental website](#) and print one.
- [Contact Delta Dental](#) for login or Enrollee ID assistance.

### DeltaCare USA

#### Dental HMO Plan

- When you enroll for the first time, you will receive a confirmation from DeltaCare in the mail containing your **primary care dentist name**, your **Enrollee ID**, an **ID card** and a description of your benefits. This package will also provide instructions about how you can change the **primary care dentist** auto assigned to you. You must use your primary care dentist to receive plan benefits, so be sure to take action right away if you want to change to another primary care dentist.
- **Enrollee ID:** Your social security number can be used to identify you, but we all want to avoid sharing that number whenever possible. Your Enrollee ID will be included in your welcome kit.
- *Note that you don't need an ID card to receive services even though you'll receive one. Just tell your dental office that you're covered by DeltaCare USA and provide your Name, Date of birth, Employer Name, and Enrollee ID number (or social security number). If you have enrolled dependents, tell them to provide your details, not their own.*
- Login to your account on the [DeltaCare USA website](#) for a digital ID card.
- [Contact DeltaCare USA](#) for login or Enrollee ID assistance.

## chevron ID card and website information (continued)

### Carelon MHSUD Plan

- ID cards for the Mental Health and Substance Use Disorder (MHSUD) Plan are not issued or necessary to receive care. [Get more information about locating your Member ID here.](#)

### Fidelity HSA

- Remember, you *must* have consented to open your account from the BenefitConnect website when you first enrolled in Chevron HDHP or HDHP Basic. Watch for subsequent communications from Fidelity HSA. Provide any additional information needed to complete your account opening (if necessary). When your account is open, Fidelity will send an email to you with information about how to activate your HSA on [Fidelity NetBenefits](#). Account opening and activation is a one-time process.
- You will receive your HSA debit card from Fidelity HSA when your account is open, activated, and ready to use.
- Contact [Fidelity HSA](#) if you need help or have questions.

### Health Care Flexible Spending Account (Health FSA)

- Please reference [Health FSA debit card information on this page.](#)