

The Wellpoint Cards have been mailed and most members have them.

-We have had some members tell us they threw them away.

- The quickest way to get a new card mailed is to call Wellpoint Rx Member Services at 1-833-285-4638
- They can also go on the Anthem Website or the Sydney Portal to get a digital copy.
- They can send us an email, and we can mail it to them. Cewwhealth@cves.org

A few members have received cancellation letters from an old employer and are calling to get canceled off the CEWW Plan and remain on their previous employer's plan.

-These members were sent many letters about the change and that they were already enrolled in a Part D plan and they would need to make a choice prior to 11/31/2025

- We can give them cancellation paperwork so they can be reenrolled on the NYSIP Plan
- There is a 30 day window for changes to Part D Coverage
- Side note many members told us they threw the mailings away (we have told them to always open anything that has our green apple on it)
- This a Medicare Rule that members can not have two Part D Plans
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The Pharmacy Network will remain the same: as Carelon is still the backend pharmacy for our plan, just like today.

- They can still use CVS Pharmacies across the country along with any other pharmacies in-network
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- Retirees under age 65 will not get a Wellpoint Card (they will get an additional Anthem Card with Carlelon information on the back)
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Some members have received a letter from Wellpoint about COB (Coordination of Benefits) as they may have had another RX policy at some point (i.e. car accident claim, workers' comp claim, etc). They can just ignore it or say they no longer have that coverage and return it via mail as instructed in the letter.

If members have questions:

Wellpoint for RX Questions 1-833-285-4638

BCO Center Line 518-957-2288

We will be open on Monday and Tuesday next week. Members can leave a message, and we will return it as soon as possible, we are fielding many calls. The best way to get to us is the 518-957-2288, as it rings to all of us.

Thanks again for all your help. Have a wonderful holiday.

Vicki



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