

All retirees with medical coverage through the City will soon receive two new ID cards in the mail - one for medical (either CIGNA or BlueCross/BlueShield) **and** one for pharmacy benefits (CVS/Caremark). The new ID cards may arrive in the mail as soon as mid-July and everyone will receive ID cards in the mail by the end of this month (assuming their mailing address in e-CHRIS is accurate and up-to-date).

**To assure smooth continuation of coverage and accurate co-pay charges, it's important for employees to look for these ID cards in their mail and use only the new ID cards beginning August 1st. *This is especially important for pharmacy benefits.***

- CVS/Caremark ID cards will reflect new ID numbers that are based on our employee ID number. New co-pays effective August 1st will also be shown on the new ID cards. To assure seamless service at the pharmacy or when using the mail order pharmacy, it's important for employees and their dependents to use the NEW CVS/Caremark ID cards beginning August 1!

CVS/Caremark will issue two ID cards to everyone with medical coverage, whether they have single or family coverage. If an employee needs more than two ID cards they should contact CVS/Caremark customer service at 877-209-5167 or the City's onsite CVS/Caremark liaison, Kathy Tewaheftewa, at 602-534-5370.

- BlueCross/BlueShield PPO ID cards will have a slightly different ID number (the 3 letter prefix is changing from XBP to PXO). New co-pays will also be reflected on the ID cards. If employees require additional ID cards, they should contact BCBS customer service at 602-864-4857 or the City's onsite BCBS liaison, Kellee Maxwell, at 602-534-5165.
- BlueCross/BlueShield HMO and CIGNA HMO ID cards aren't changing except for the new co-pay amounts.

Retirees who do not receive new ID cards **by Wednesday, July 29th** should review the mailing address they have on record in e-CHRIS to assure that it is correct. They can contact the Benefits Office at 602-262-4777 or [benefits.questions@phoenix.gov](mailto:benefits.questions@phoenix.gov) with any questions or for assistance in receiving new ID cards if they have not been received by July 29th.