

# all about ID cards & the HSA

## transition to chevron U.S. benefits

If you enroll in Chevron health benefits between January 1 and January 31, 2024, you're probably wondering about your new ID cards and your BenefitWallet HAS (if applicable). This tip sheet will answer those questions.

### watch your mail ...

You will be receiving a lot of mailings from all of Chevron's health benefit carriers and the HR Service Center during the months of January and February. Please watch your mail carefully as these materials may contain ID cards (where applicable), instructions for using your coverage, or other actionable important requests. **You should review every mailing timely and verify the coverage information referenced is accurate and meets your expectations.**

### important process information

When you enroll in health benefits on the BenefitConnect website, know that your election is *not* immediate with each of the carriers. **Please allow approximately 7 business days for the carriers to receive and activate your coverage in their system before you or your provider call to verify coverage or request your Member ID/Enrollee ID.** Know that this could take slightly less or slightly more days, depending on when you enrolled, but your coverage is still effective back to **January 1, 2024.**



#### If you need care before the carriers have activated your coverage

If you enrolled in coverage during your enrollment period but need care before the carriers have activated coverage in their system, a provider may not yet be able to confirm your coverage with the carrier by phone. In addition you may not yet be able to access the carrier's website for your digital ID card until your elections have been processed. In these situations, you may need to pay for your care out-of-pocket at the time of service and [submit a claim for reimbursement](#) to your plan later.



#### If you need care before you receive an ID card

Be sure to review the **Important Process Information** above for the timing of when the carriers will activate your coverage in their system. If your coverage has been activated and you need care prior to receiving an ID card (where applicable), you can give your provider the [carrier's phone number](#) and Chevron's group number (see next page) to verify coverage by phone. You can also [call your carrier](#) prior to receiving care to verify if your enrollment election has been processed and access information necessary to receive care, such as your Member/Enrollee ID/Participant ID and plan group numbers. **If you don't need care right away in January, you should wait until you receive information directly from your carrier in January.** If you or your provider cannot confirm your coverage with the carrier prior to receiving services, you may need to pay for your care out-of-pocket at the time of service and [submit a claim for reimbursement](#) to your plan later. As long as you enroll by the enrollment deadline on January 31, 2024, your coverage is effective back to **January 1, 2024**, even if it takes additional time for the carriers to receive and process your election.

## chevron ID card and website information

**Review the *Important Process Information* above for the timing of when the carriers will activate your coverage in their system based on when you enroll. Also, remember you cannot register on carrier websites or mobile app until your election has been processed by the carrier.**

**Not every Chevron health plan will issue an ID card.**  
Here's what to expect from the most common plan choices.

### Anthem

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

- You will receive ID card(s) for this coverage in the mail.
- Your digital ID card is also on the Anthem website and/or app.
- Group Number: 174209
- **Contact Anthem** for Member ID necessary to access digital ID cards online. Then access the [Anthem website](#) and/or app to get your digital ID.

### Express Scripts

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

- 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.
- Group Number: CT1839
- Access [Express Scripts](#) website here.
- **Contact Express Scripts** for login or Member ID assistance.

### 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.
- Group Number: 30021085
- If you still want an ID card, login to your [VSP website](#) account and print one.
- **Contact VSP** for login or Member ID assistance.

### Health Care Spending Account (HCSA)

- A **HCSA debit card** will be issued to you for use on qualified health care expenses only under the Chevron Health Care Spending Account (HCSA). You can learn more about the [HCSA and HCSA debit card information on this page](#).

### Dependent Day Care Spending Account (DCSA)

- A special purpose debit card is *not* available for the Chevron Dependent Day Care Spending Account (DCSA). Reference more [DCSA information and contacts on this page](#). You will receive more information about using and accessing your account from Anthem; you can also **contact Anthem** directly if you have questions.

### 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 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.
- Group Number: 18368
- 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.

(Continued next page)

## 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. In January, when you have access to Chevron HR Systems, [here are instructions for locating your Chevron Worker ID](#), which is the number used for your Carelon Member ID.

### BenefitWallet HSA

- Remember, you *must* open your account from the BenefitConnect enrollment website and first in Chevron HDHP or HDHP Basic. Once you complete the steps on BenefitConnect, you are generally done with the account opening *unless* BenefitWallet contacts you for further needs.
- **BenefitWallet will need time to complete your account opening; your account activation is *not* immediate.** In addition, your contributions will occur on a subsequent payroll cycle *after* your account opening is processed. This process can take several pay cycles to complete before you will see payroll deductions occur, even if payroll deductions are already being taken for your medical or dental coverage. In addition, it's possible that your BenefitWallet account may be activated *before* you see your payroll deductions begin due to the timing of administrative processes. You will receive a welcome kit in the mail, including your HSA debit card, from BenefitWallet when your HSA account is open, activated, and ready to use.
- The first time payroll begins to take **your deductions**, they will take the total amount you elected to contribute for 2024 and divide that by the remaining pay periods left *at that time*. This is an automatic process and you do not need to do anything. **The 2024 company contribution**, if eligible, typically is not deposited until the *end* of January of each year due to administrative processes.

**If your BenefitWallet account is activated *and* you have not seen payroll deductions begin by February OR your 2024 payroll deductions have begun but you do not see your 2024 company contribution by February, please call the HR Service Center at 1-888-825-5247 for further assistance and research. (Choose option 2, option 3, then option 4.)**

- Remember, if you need to change or stop your payroll contributions in the future, you must make this change on the [BenefitConnect](#) website. Go to the **I need to...** tab, the **Health and Welfare** column, then locate **Manage my BenefitWallet HSA** to get started. You can view your balance and manage all other aspects of your account – including rollovers, investments and reimbursements – by registering an account on the [BenefitWallet website](#).
- **Contact BenefitWallet** for further assistance or questions.