

your health

all about ID cards & the HSA

transition to chevron U.S. benefits

If you enrolled in Chevron health benefits between December 12 and December 30, 2022, you're probably wondering about your new ID cards and your BenefitWallet HSA. This tip sheet will answer those questions.

important process information



If you made enrollment elections by December 20, 2022

You will not receive physical ID cards by January 1; however, your medical, dental and vision insurance carriers will have activated your coverage in their systems by January 1. This means, if you were to need care as early as the first few days in January, a provider will be able to confirm your coverage with the carrier by phone or you'll be able to access the carrier's website for your digital ID card, where available.



If you made enrollment elections December 21 through December 30, 2022

You will not receive ID cards by January 1. In addition, depending on the date you enroll, your medical, dental and vision insurance carriers will not have had the time to activate your coverage in their systems by January 1. It can take approximately 7 business days for your coverage to be activated in their system, but your coverage is still *effective* back to January 1. This means, if you were to need care as early as the first few days in January, a provider may not yet be able to confirm your coverage with the carrier by phone and 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.

watch your mail ...

You will be receiving a lot of mailings from all of Chevron's health benefit carriers and the HR Service Center over the next several weeks. 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.**

need care before you have 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 December 30, your coverage is effective January 1, 2023, 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.

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 here 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](#). You will receive more information about using and accessing your account from Anthem; you can also [contact Anthem](#) directly if you have questions.

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.

chevron ID card and website information (continued)

DeltaCare USA

Dental HMO Plan

- You should 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 act 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 your Enrollee ID is a safer choice and 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.*
- Group Number: 78713
- Login to your account on the [DeltaCare USA website](#) for a digital ID card.
- [Contact DeltaCare USA](#) for login or Enrollee ID assistance.

Beacon Health Options

MHSUD Plan

- ID cards for the Mental Health and Substance Use Disorder (MHSUD) Plan are not issued or necessary to receive care. If you need your Beacon Member ID number, contact [Beacon Health Options directly](#).

BenefitWallet HSA

- Remember, you *must* open your account from the BenefitConnect website when you enrolled 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 2023 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 2023 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 2023 payroll deductions have begun but you do not see your 2023 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.