

transition to chevron benefits

how to prepare in advance for scheduled inpatient or outpatient medical care during the transition

If you have scheduled inpatient or outpatient medical care (for example surgery, laboratory, or diagnostic imaging) currently scheduled for late December – early January, here are ways you can prepare for the transition of your REG health benefits to Chevron.

before the december 12 enrollment period

1. Reschedule your service, if possible.

- This option is not always possible, or even recommended. However, if you are able to reschedule until your new medical plan election has been processed, then you're encouraged to do so. You'll still want to take the steps suggested here to ensure the transition of your coverage and that your claims are processed smoothly.
- If rescheduling is not an option, be sure to take action as described below.

2. Determine if your provider and facility are part of Anthem's network.

- [Here are instructions for researching network providers](#) in advance.
 - **If your provider and facility are part of Anthem's network**, you do not need to submit a request for continuation of care.
 - **If your provider and/or facility are *not* part of Anthem's network**, submit an application for continuation of care between January 1 through March 1, 2023. You can [read the requirements here](#) and [download the application form here](#).

3. Make your provider aware that your insurance coverage will change effective January 1, 2023.

- Keep in mind that neither your provider nor Anthem will be able to update your records or coverage until your medical plan enrollment takes effect on January 1, 2023. However advance communication with your provider will ensure they are aware of your situation and that further action may soon be needed once your coverage has changed.

4. Talk to Anthem in advance to discuss your situation.

- Keep in mind that Anthem will not be able to update **prior certifications** for your procedure (if required) or otherwise update your record or coverage until your medical plan enrollment takes effect. However, Anthem can walk you through the process, describe what to expect, and confirm the actions you'll need to take. They can also provide general coverage information about your scheduled service, including if any prior certifications will need to be added to your record. (See last page for contact information.)

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on or after the december 12 enrollment period

1. Enroll for Chevron medical coverage as soon as possible starting December 12 at 8 a.m. Central time.

- As mentioned above, neither your provider nor Anthem can take any action to transition your medical care until your coverage takes effect. While you'll have until December 30 to make elections, you are strongly encouraged to complete your enrollment by **December 20** to ensure that your medical, dental and vision insurance carriers have received your enrollment from the HR Service Center and have activated your coverage in their systems in time for January 1. This means a provider will be able to at least confirm your coverage with the carrier by phone. If you enroll after December 20, your coverage will take effect back to January 1, *but* the carriers' systems will not reflect your coverage in their system immediately on January 1. In this situation could take the carriers up to a week to activate your coverage in their system and cause a delay in your provider's ability to confirm your new coverage.
- hr2.chevron.com/REG will host the link to BenefitConnect and other enrollment instructions you'll need starting December 12. You do not have to be on the Chevron network to enroll.

2. Obtain your ID card or Member ID.

- Your **ID card will be mailed** to you as soon as your enrollment election is processed by Anthem. Starting January 3 (the first business day after the holidays), you can also **call Anthem** to obtain your **Member ID** and access your **digital ID card online** so you don't have to wait for the mail.
- When you have your Anthem Member ID, you can create an account on the Anthem website or download the app to **access your digital ID card**. To make it easy, start here for access to these tools: hr2.chevron.com/AnthemMedical.

3. Inform Anthem of your procedure.

- When you contact Anthem to obtain your member information, you should at this time inform Anthem of your upcoming procedure.
- Anthem will discuss the process to update any necessary pre-certifications and the steps you and your provider need to take.

4. Provide your new medical coverage information and ID card to your provider and facility. Request re-certification with Anthem.

- **Contact your providers** that you have scheduled services with to advise them of your insurance information change and provide them with your new ID card and/or member information. Be sure to present your new coverage information at every visit or appointment during this transition. Updating your insurance information will avoid delays when processing your insurance claims for consideration under your new medical plan.
- **You should also advise your provider to contact Anthem** to initiate the pre-certification process to ensure the approval from your prior plan is properly set up in Anthem's system.

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key contacts

anthem

For your information, Chevron's Group Number for the Medical PPO, HDHP and HDHP Basic is **174209**.

- **1-844-627-1632**
- Prior to enrollment or if your enrollment has not yet been processed you will need to do the following:
 - Select or say **Member**
 - Say **Benefits Information**
 - Provide **date of birth** and reconfirm
 - When asked for Member ID, state **I don't have it**. You can either answer the voice authentication question, or ignore it, and the call will advance to the representative line for Chevron.
 - Inform the representative that you are a legacy REG employee needing additional assistance during the transition to Chevron benefits.

HR service center

As a reminder, the HR Service Center can take your calls starting **December 12**. They will be unable to assist you prior to this date because REG employees will not yet be in the Chevron system.

- 1-888-825-5247 (1-832-854-5800 outside the U.S.)
- Choose the **U.S.-payroll employee option**. We suggest you then choose the **Enroll, Manage, Update Benefits** option, then the **New Employee** option.
- 6 a.m. to 5 p.m. Pacific time (8 a.m. to 7 p.m. Central time)
- Monday through Friday (except on holidays, including January 2, 2023).