

### Florida Blue ID Cards:

- Scheduled to be mailed out to members by December 19<sup>th</sup>, 2020.
- Florida Blue's system will generate ID cards as necessary. That may include new member cards, cards to members who changed plans this Open Enrollment and in certain circumstances, cards that appear to be duplicate cards for members with no updates or changes. There are periodic updates to the magnetic strip on the back of member cards which would necessitate the production of a new card.

### **What to do if employees DO NOT receive id cards and they should have:**

- The employee/member can contact customer service at (800) 352-2583.

### Florida Health Care Plans (FHCP) ID Cards:

- Scheduled to be mailed out to members by December 19<sup>th</sup>, 2020.
- FHCP will generate ID cards as necessary. That includes new member cards, and cards to members who changed plans this Open Enrollment.

### **What to do if employees DO NOT receive id cards and they should have:**

- If a member doesn't receive a card or has lost one, they can call Member Services at: 386-615-4022.

### **Delta Dental ID Cards:**

- Only new enrollees will receive Delta Dental Insurance cards
- All existing members can go online to print new or replacement Dental Cards.

[https://www.deltadental.com/ \[deltadental.com\]](https://www.deltadental.com/)

### **VSP VISION ID Cards:**

- All members can log into their accounts at vsp.com or call Customer Care 800-877-7195 a list of providers and to print ID cards.

<https://www.vsp.com/>

### Health Equity

- Only new enrollees will receive a Health Equity debit card. Please watch your mail as this card will come from Health Equity.
- Those previously enrolled will use your current card. Funds should be available on 01/01/2021.
- If you have lost your card, please contact Health Equity by logging into your Health Equity portal.

<https://my.healthequity.com/ClientLogin.aspx>