
This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Yvonne Gamble (Yvonne.Gamble@meritain.com) at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group:

We've had several inquiries concerning the production of the health plan permanent ID cards. To refresh your memory on the process, as members made changes to their health plan elections during the most recent open enrollment period new ID cards were issued and were mailed to employees homes. Keep in mind that from the time Meritain received the enrollment information to the time the employee receives the new ID card is expected to be approximately two weeks. If you just recently sent in changes it is likely your employees have not received their new ID card.

With open enrollment now closed, the Care Coordinators by Quantum Health will be generating health plan ID cards for all employees who are enrolled in one of the health plans but did not make changes. Those cards are also being mailed to the employees homes early next week.

Attached is a flyer you can share with your employees that explains how to request or print a health plan ID card. They can do this at any time 24/7 (with the exception of this weekend when Quantum's system will be down from Friday at 9 p.m. CT through Monday at 5:00 a.m. CT). In this mobile age, it seems that everyone has access to a mobile phone that allows them to do anything from shopping to banking. Why not download the app to have access to health plan benefits any time of the day? Employees and their covered dependents can access their ID card or the Care Coordinators while sitting in the doctor's office. Of course, for those who prefer the "live" assistance, members can always call the Care Coordinators at 855-452-9997.

Yours in good health~

Karen L. Giles
V.P. Client Solutions
Meritain Health

Direct: 618.509.6081

ADVOCATES FOR HEALTHIER LIVING

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