



New Member ID Card Rollout and Implementation

Q&A Summary

1. Will all adult dependents receive their own Member ID card?

Yes, we are looking into adult dependents 16+ to get their own ID card. We are working on the programming of that ID card processing. If there is an employee on the plan with a covered spouse, they too, will get their own Member ID card.

2. Are Member ID cards for dependents going to be mailed to them as well?

Yes, those will be part of the packages going to each employer group. All Member ID cards will be mailed to each employer group – not to employee's individual addresses.

3. If a group has already finished open enrollment for a December 1st, 2021 renewal date, when can they expect new Member ID cards?

There are no set dates that each employer group is set to receive their package of Member ID cards. We will begin distributing our first batch of new Member ID cards beginning December 1st. The first groups that will receive their new Member ID cards will likely be February and March renewal groups, and batches will follow appropriately thereafter. Each employer group will be receiving an email letting them know their new ID cards are on their way.

4. When do February groups need to submit plan changes by?

If a February Renewal group is looking to make changes for 2022, their typical deadline would be January 1st to submit their plan changes. They will then get new Member ID cards after that to reflect any changes for February 1st. Therefore, these groups may receive a new set of Member ID cards in December 2021, and another new set in January with appropriate changes to the plan, if applicable.

5. If you have a mail order prescription order currently, how is the transition going to be handled?

All mail order registration changes will be available and begin January 1st, 2022. If employees have questions regarding their current mail order prescriptions, please have them contact our Member Services department with any questions at 800-223-4590 or memberservices@unitedag.org.

6. If an employer group just completed their open enrollment, and there have been some changes, will a list with correct spelling and dependents be provided to review before the Member ID cards are distributed?

Our group administration team is currently sending out 1095 information for each employer to review that includes employee and dependent information. Please review those appropriately and let us know of any changes that are needed, and we will do our best to accommodate those changes prior to Member ID card distributions for those groups.

7. If an employer renewal date is December of 2022, are those Member ID card distributions a lower priority than groups that renew earlier in the year?

UnitedAg's plan is to get all employer group's card distributed by December 1st. There may be a few days/week difference between employer group batches, as stated above.

8. For December 1st, 2021 enrollees, will those groups be receiving unique PDFs to share?

Yes, the day-to-day enrollment of Member ID cards will continue, as appropriate, for the current plans. There are multiple processes that are running simultaneously. Yes, PDFs will be available as well, if needed.