

**From:** Karen Giles [karen.giles@meritain.com]  
**Sent:** Friday, September 07, 2012 8:01 AM  
**Subject:** Egyptian Trust - ID Cards and your new programs beginning September 1, 2012  
**Attachments:** NEW ID CARD - AFTER 9-1-12.pdf; OLD ID CARD - PRIOR TO 9-1-12.pdf



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 Krista Gotto at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group ~

As you are aware, there two important changes made to the Egyptian Trust Health Plans as of September 1, 2012 as follows:

1. The Coordinated Health/Care program was introduced as a single source for any and all questions about the Egyptian Trust Health Plans.
2. CVS Caremark replaced Express Scripts as your Prescription Drug Program.

In an effort to assist you and the members we sent several communications to the members homes. This included printing new ID cards for members who were enrolled in one of the Egyptian Trust Health Plans as of August 13<sup>th</sup>. The ID cards were mailed to the members homes with instructions to destroy the Meritain ID card as of September 1, 2012. We have received numerous and various inquiries since September 1. Following is information we request you review thoroughly. It should prove to be helpful when members email you or come to you with questions.

- The new ID cards were issued to all members who were enrolled in one of the Egyptian Trust Health Plans as of 8/13/12. Those cards were mailed to member's homes on 8/20/12. Attached is a sample copy of the ID cards and the information sent with the card. As we continue to receive changes to the health plan elections during this open enrollment period, updated cards will be mailed to the member's homes.
- Of those cards that were sent on 8/20/12 we had just over 300 ID cards returned to us due to bad addresses. Those cards were sent out yesterday to each of the member's employers. We ask that when you receive the cards that you get them in your member's hands. If your member has contacted Coordinated Health/Care or Meritain to obtain a card (because they didn't receive one) they may very well have another card on the way to their home now.
- We ask that you update [www.meritain.com](http://www.meritain.com) with the members correct address. It is also important that phone numbers and email addresses are updated at this site. Keep in mind that the information you update on [www.meritain.com](http://www.meritain.com) is sent electronically to CVS Caremark, HealthLink, Delta Dental, UniView, and all vendors. You only need send the changes to this single site and Meritain will see that all vendors are updated.

- New Hires – Please be sure your newly hired employees who have enrolled in one of the Egyptian health plans know that their new ID cards will be mailed to their homes. At the time you are taking their enrollment information please be sure to give them the Coordinated Health/Care phone number (855) 452-9997 and the Egyptian Trust/Coordinated Health Care website at [www.egtrust.org](http://www.egtrust.org) should they have any questions before they receive their ID cards. From the time you enter the member's enrollment information at [www.meritain.com](http://www.meritain.com) it can be a week to 14 days before they receive their new ID cards. During this open enrollment period we are in the busiest season of the year and are receiving a significant increase in enrollment changes.
- Employees being denied at the pharmacy – Should your members come to you with complaints that the pharmacy is telling them their coverage ended 8/31/12, it's likely the member is still using the old ID card which contains Express Scripts information. You might ask them to show you the card they showed at the pharmacy and confirm they are using the new ID card. Some members have established a relationship with their pharmacy and their information is on file so they are not showing a new ID card. This too, will cause a denial of benefits at the pharmacy. The member must show their new ID card the next time they go to the pharmacy so their coverage through CVS Caremark is recognized.

This is a quite a significant undertaking, implementing a new Prescription Drug Program and the Coordinated Health/Care Program all while managing the open enrollment period. Overall, things are moving along quite smoothly and we expect that to continue as we work through this transition. We will be sending additional updates periodically. We ask that you share the appropriate information with your members and always refer them to the Care Coordinators at the Coordinated Health/Care Program at (855) 452-9997 with any health care questions they may have.

Regards,

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

1109 Hartman Lane, Suite 202  
Shiloh, IL 62221

Toll Free: 866-588-2431, opt. 9, ext. 6104  
Fax: 888-525-2799

[karen.giles@meritain.com](mailto:karen.giles@meritain.com)

---

---