

HEALTH BENEFITS E-NEWS

**Department of Human Resource Management
Office of Health Benefits**

March 3, 2011

New COVA Connect ID Cards Mailed to Members

COVA Connect members will be receiving new health plan identification cards within the next week to 10 days. Optima Health, which administers the COVA Connect plan, has chosen informed Rx (iRx) as its new partner to process prescription drug claims. This change of vendors requires a new BIN number, found on the back of the new ID card. iRx will begin processing claims for COVA Connect on April 1, 2011.

How will this impact COVA Connect members? By partnering with iRx, COVA Connect will be able to offer:

- **A larger prescription drug network with nationwide access to pharmacy options.** iRx has a broad, national retail network, which consists of more than 64,000 pharmacies in 50 states, Puerto Rico, Guam, and the Virgin Islands.
- **More robust online tools** to help members identify the most cost effective pharmacy options, and
- **The ability for employees to see claims for minor dependents** under age 14 as well as their own pharmacy claims.

Members should begin using their new ID cards on April 1 and discard old COVA Connect member ID cards. This change will not impact mail order pharmacy services, specialty drugs, prescription coverage or drug tiers.

Pharmacists have received information from Optima Health about the new pharmacy vendor. After April 1, when visiting a pharmacy plan members should:

- Show the pharmacist the new COVA Connect ID card;
- Have the pharmacist look up the plan ID number on the card if the prescription cannot be processed. The pharmacist should be able to locate the new BIN number.
- Contact Optima Health Member Services at (757) 687-6350 or 1-866-846-2682 or their agency Benefits Administrator if issues persist.

A copy of the COVA Connect ID card mailing is attached, along with a letter that will be mailed to employees and non-Medicare eligible retirees in the next few days. If you have questions, please contact OHB by phone or send an e-mail to ohb@dhrm.virginia.gov.