



SPOTLIGHT ON:

Health Care: Third Party Administrator (TPA) Transition

Effective January 1, 2023, the Carmel Central School District's Health Plan will be administered by Empire BlueCross BlueShield. We will no longer be utilizing INDECS as our third-party administrator. Important information about these changes can be found below:

Empire BlueCross BlueShield - will provide both our health benefits and our third-party administration (replacing INDECS)

- ✓ Health benefits will remain unchanged.
- ✓ The provider network (your physicians) will remain unchanged.
- ✓ INDECS will pay for all claims incurred prior to January 1, 2023.
- ✓ Empire BlueCross BlueShield will pay for all claims incurred from January 1, 2023 and after.
- ✓ Pre-authorizations already on file with INDECS will be transferred to BlueCross BlueShield.
- ✓ Your Empire BlueCross BlueShield ID number **will change** and new cards, with your new ID number, will be mailed to you in **mid-December**.

NOTE: Your new ID cards will arrive in a plain white envelope.

- ✓ Empire BlueCross BlueShield member portal: Search "Sydney Health" in your smartphone's app store:
 - . See your benefits
 - . View and use your digital ID
 - . Access virtual care
 - . Find care and check costs
 - . Nurse line available 24/7
 - . View your claims and payment information
 - . View and use your digital ID insurance cards
 - . Use interactive chat feature
 - . Contact member services for support
 - . Symptom check feature
- ✓ Empire BlueCross BlueShield member portal: www.empireblue.com
- ✓ Need help?

Prior to receiving your new ID card call: (800) 662-5193

After receiving your new ID card call: (844) 995-1737

Navitus - Our Prescription Drug Company

- ✓ Prescription drug benefits will remain unchanged.
- ✓ Your Navitus ID number **will change** and new cards, with your new ID number, will be mailed to you in **late December**.
 - NOTE:** Your new ID card will arrive in a Navitus-endorsed envelope.
- ✓ Navitus App: Search "Navitus Prescription Benefits" in your smartphone's app store
 - . Must register with new ID number
 - . Pharmacy search
 - . Can perform prescription drug searches
 - . Medicine Cabinet: Your history of medications
- ✓ Navitus Member Portal: <https://memberportal.navitus.com>
- ✓ Need help? For account help or if you have any questions, please use the following:
 - CCSD employees:** 1-855-673-6504
 - CCSD Retirees:** 1-866-270-3877

***** After January 1, 2023, remember to continually show your new ID card when visiting your healthcare professional to avoid unnecessary delays in processing your claim.**