

Welcome to Your New Essence Plan!



Thank you for being a valued member.

With your enrollment in a new Essence plan, you'll receive a letter confirming this change. Around the same time, you'll receive a letter confirming that you're disenrolling from your current plan. It's normal to get both letters. Look carefully at the plan name in the letters.

New Plan. New Member ID Number.

Your new Essence member ID card is on the way! Watch for it in your mailbox. You'll also get a new Flex Card if your new plan offers it as a covered benefit. **These will replace the cards tied to your previous plan. Keep the following details in mind when using these cards:**

- If you switched plans during your Annual Enrollment Period (AEP), Oct. 15 through Dec. 7, your previous cards will be active through Dec. 31. Your new cards will be active on Jan. 1.
- If you switched plans outside of the AEP, your previous cards remain active through the end of your membership in the previous plan. You can begin using your new cards once your new plan is active.



Important Next Steps

- **Share your new member ID card and number with your doctors and pharmacy.** Also, check with your doctor to make sure important referrals and prior authorizations are still active (if applicable).
- Make sure to **use your new member ID number when communicating** with the plan (sending payment, sending an appeal, speaking with Customer Service etc.).
- If you pay a **premium or Late Enrollment (LEP), see the other side for more details.**

Flex Card Notes

- If you receive a new Flex Card, it will be ready to use once your new plan is active.
- Any unused funds from your previous Flex Card won't carry over to your new card.
- If you use the Essence Flex Spend mobile app, create a new account using your new member ID number.



Paying Your Plan Premium or LEP

Now that you have a new member ID number, we want to help **ensure your payment continues to get to the right place at the right time.** Whichever payment method you use, you'll need to update it with your new member ID number.

If you pay online or need to request a change in how you pay, make sure you follow the **instructions available in the “Plan Premium” section** on the Essence Member Website at EverythingEssence.com.

For questions or assistance, please call customer service at 1-866-597-9560 (TTY: 711).*

Let's Medicare Together®

*You may reach a messaging service on weekends from April 1 through September 30 and holidays. Please leave a message, and your call will be returned the next business day.