



January 2025 Memo from WinCo's Benefits Team - BLUE CROSS OF IDAHO TRANSITION

The Benefits team would like to remind all WinCo Health Plan members of a few things related to our transition to Blue Cross of Idaho (BCI) that took place on January 1, 2025.

1.) NEW BCI CARDS – “Out with the OLD (Regence), in with the NEW (BCI).”

The Benefits team has received some calls the last few days from employees saying their medical provider told them that their coverage is cancelled as of 12/31/2024. That may indicate your provider is still using your Regence information when attempting to file a claim. Please present your medical provider with your BCI card, which became effective on January 1.

- BCI medical ID cards will only come *in the employee's name*, but they are for **all** covered members to use. BCI by default issues two cards per household.
- There are stickers on the cards that indicate that you should CALL TO ACTIVATE, but the call is actually for BCI to obtain permission to send you text messages. You do not have to make the call to “activate” your card.
- Existing health plan members should have received their BCI cards in December 2024.
- New Enrollees (members who enrolled during Open Enrollment) will receive BCI cards mid-to-late January, provided they meet the eligibility hours requirement.
- Please SHOW your ID Card to your medical provider at your first appointment in 2025.
- Did you not receive cards? Do you need to order more cards? Visit the member portal today at members.bcidaho.com. You can register for the site using your Social Security Number and print temporary cards, request duplicates, and SO MUCH MORE.

Important Note: Prescriptions are filled through WELLDYNE. WellDyne is not reissuing ID cards this year, so don't throw your existing cards away. Delta Dental will also not reissue ID cards this year.

- 2.) Provider Networks are Anthem for CA members; PPO for non-CA members. When reviewing the provider network on the member portal, if you live in CA, be sure to check to confirm that the provider accepts the Anthem network.
- 3.) Member Portal: members.bcidaho.com You can register for the site using your Social Security Number and print temporary cards, request duplicates, and SO MUCH MORE.
- 4.) BCI Customer Service – 800-937-8063
- 5.) The Benefits team has created a BCI TRANSITION tab on WinCo's benefits webpage, which has much of the same information that you are reading on this flyer, but it's there in case you need to reference it: <https://benefits.wincofoods.com/bci-transition/>
- 6.) MDLive – New members will initially be charged \$1.00 via credit card when registering to use MDLive. However the charge will disappear; MDLive requires that all utilizing members have a credit card on file, even though the cost for an MDLive consultation is zero copay.
- 7.) VSP – Please note that member identification for VSP in 2025 will be Policyholder's last name and date of birth.
- 8.) The Benefits team began notification about this transition back in October 2024 with a mailing to each employee's home. We featured this change in our Open Enrollment Newsletter; explained it in our WinCo Wire articles; and discussed it in our Open Enrollment Zoom calls.

Should you have any questions about this transition to BCI, please contact BCI customer service at 800-937-8063. Should you have general questions about WinCo benefits, please visit benefits.wincofoods.com and review our FAQs page, or direct questions to benefits@wincofoods.com. Thank you!