

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.

Here are some other important changes to note.



New ID Cards, and New Flex Card (if included in your plan)

If you haven't already received them, be on the lookout for your new Essence ID cards. 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.**

Note:

- If you switched plans from Oct. 15 through Dec. 7, your previous card will be active through Dec. 31. Your new card will be active on Jan. 1.
- If you switched plans outside of your Annual Enrollment Period, your previous card will remain active through the end of your membership in the previous plan. You can begin using your new card once your new plan is active.
- Any unused funds from your previous Flex Card won't carry over to your new card.



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