

# Welcome to Your New Plan!



We're honored to have you as a valued Essence member and are thrilled that you chose to stay with us. When you enroll in a new Essence plan, you'll receive a letter confirming your enrollment. 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 letter.

Here are some other important changes to note.



## New ID Cards and Flex Card

If you haven't already received them, be on the lookout for your new Essence ID cards and a new Flex Card. **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 card won't carry over to your new card.



## Create a New Account on Your Member Website

If you've already created an account on EverythingEssence.com, **you'll need to create a new account for your new plan.** If you don't have an account, consider creating one to access all the great tools and benefit information available to you.



Visit EverythingEssence.com and follow the steps to create an account. **Be sure to have your new member ID card handy** as you'll have to enter the ID number linked to your new plan.



You'll need to choose a different username than the one tied to your previous account. However, you can use your existing email and password when you're asked for them during setup.

**Note:** Because your username will be different for your old and new accounts, you're able to log in to both if needed.