



MEDICAL COVERAGE:

- If you made a changes to your medical coverage, cards were mailed to your permanent address on file with MSU in December.
- If you need assistance contact Anthem 844-728-7612 or Human Resources 270-809-2146.



- If you are taking this benefit for the first time, you have to activate your account to receive a Debit Card.
- Activation instructions were mailed to your permanent address on file with MSU in December.
 - If you did not receive your activation instructions you can register as a first time user on BenefitWallet website <https://mybenefitwallet.com/>
- If you had a past account that has officially closed with BenefitWallet, you will have to contact BenefitWallet 877-472-4200 or HR for assistance 270-809-2146.
- Your funds will be available after your first paycheck in January.



- If you made a change, cards were mailed to your permanent address on file with MSU in December.
 - If you did not receive your card, you can create an account on the mobile App ([Mobile App Instructions](#)) or request a new card through Human Resources at 270-809-2146.
 - For the mobile App, use your social security number as your member ID to create your account.



- If you had a change, card mailing started in December to your permanent address on file with MSU.
- Please use your current card or contact Express Scripts 866-518-9737 or HR 270-809-2146 if you need assistance.



VISION COVERAGE:

- If you made a change, you received a SEPARATE Anthem card for Vision. Cards were mailed to your permanent address on file with MSU in December.
- There are TWO Anthem cards, one for Medical and one for Vision if applicable.
- If you have both Anthem Medical and Vision coverage, you can access both through the Anthem online portal. Select “View Other Coverage” to alternate your view between Medical and Vision.



- If you signed up for any of the Voya options you can access the policy information online at <https://presents.voya.com/EB/LandingPage/MSU>
- If you have claim questions, please call Human Resources at 270-809-2146.



- Please remember Know Your Rx Pharmacists are available for all pharmacy questions 1-855-218-5979.
- They are extremely helpful with claims, pharmacy, and prescription questions.



- If you are a new participant, your card will be mailed to your permanent address in December. If you are a continuing participant, you will receive a new card based on the expiration of your existing card.
- The full value of your account is available after the first of the calendar year.
- To view your account information online, create a login with WageWorks <https://www.wageworks.com/>
- If you need assistance with your Health Care FSA or Dependent Care FSA contact WageWorks 877-924-3967 or Human Resources 270-809-2146.