

# Highlights



*The Trustees of the ICSVEBA understand the importance of keeping members informed of plan updates and changes and are excited to provide you with this month's Highlights newsletter to keep you informed of essential plan information. Please see the updates and "highlights" below and contact your Human Resources Department with any questions!*

As a reminder, with the change back to Delta Health System (DHS) effective 10/1/23, please make certain you are using your new DHS ID cards when you visit each of your providers. If you have not had a recent visit, they may still have your old information on file, and it is important that they update your information as this will affect how your claims are processed.

## Important Vendor Contacts:

**Carelon<sup>\*/\*\*</sup>** – Mental Health\* (MH) & Employee Assistance Program\*\* (EAP)

866.533.4278, or visit [www.carelonwellbeing.com/icsveba](http://www.carelonwellbeing.com/icsveba)

**Carrum Health\*** – New way to get surgical and cancer care

888.855.7806, or visit [www.carrum.me/ICSVEBA](http://www.carrum.me/ICSVEBA)

Download the app by searching "Carrum Health" in your Apple or Android store

**Hinge Health\*** – Back, Muscle and Joint Health

[www.hinge.health/icsveba](http://www.hinge.health/icsveba)

**PlushCare\*** – Telephonic/Video access to physicians for non-acute medical conditions

866.692.1986, or visit [www.plushcare.com](http://www.plushcare.com)

Download the app by searching "PlushCare" in your Apple or Android store

**SIMNSA** – Mexico based medical care, except for life threatening emergencies

To schedule an appointment, contact 800.424.4652

**Vitality\*\*** – Wellness & Healthier Living

[www.PowerofVitality.com](http://www.PowerofVitality.com)

Download the app by searching "PowerofVitality" in your Apple or Android store

**Delta Health Systems\*** – Eligibility, Claims and Customer Service

866.691.2443, or visit [www.deltahealthsystems.com](http://www.deltahealthsystems.com) for faster service on eligibility and benefits

**HUB International** – ICSVEBA Benefit Consultant / Administrators

800.633.2683, or email [ICSVEBAService@hubinternational.com](mailto:ICSVEBAService@hubinternational.com)

\* State-side medically covered members

\*\* All medically covered ICSVEBA members

### Websites...

[www.icsveba.org](http://www.icsveba.org)

[www.deltahealthsystems.com](http://www.deltahealthsystems.com)

[www.express-scripts.com](http://www.express-scripts.com)

### Access this site for...

An array of information about your Health & Welfare plans

Up-to-date Medical claims information

Ordering and tracking your maintenance medications