

June 28, 2009

New Wells Fargo Insurance ID Cards

After considering the available options for ID cards and the time allowed for transitioning the group to Wells Fargo accurately, the Division and transition team decided to use the simplest most effective approach for ID cards. This approach provides two ID cards, both with the retiree/employee name and ID number, with an on-line procedure to order more cards, if needed. The cards with the member's name may be used by members and/or dependents.

We want to assure you that vast numbers of providers do not rely on the name on the ID. Because the ID cards do not include a photo or any guarantee of payment like a credit card, security conscious providers use it and other forms of identification to connect the patient to the proper insured employee/retiree and to obtain phone numbers to confirm that the person is covered during an initial visit, only.

We understand some people are concerned about having ID cards with dependent names on them and will continue to explore options in the future, perhaps during the next positive enrollment process scheduled to occur within the next 24 months.

Should you need additional cards, you will be able to order them after July 1 by using the link on AlaskaCare.gov. We apologize for any undue concern this may have caused. We look forward to serving you better in the future.

Pat Shier, Director, Retirement and Benefits
Department of Administration