



December 21, 2023

Dear NAME,

Thank you for choosing to be part of HealthFlex, Wespath's wellness-driven group health plan, in 2024.

We recently discovered that your 2024 HealthFlex ID card was printed with an incorrect ID number. We are working with our partners at Blue Cross Blue Shield to quickly print your new card with the correct ID number. It will be mailed before December 31, 2023.

If you need to use your HealthFlex benefits before you receive your new ID card:

- Starting January 1, your electronic ID card with the correct ID number should be available on [mywespathhealth.com](https://mywespathhealth.com) (you will need to create a username and password)
- Starting January 2, you can contact your Wespath Care Coordinator at (833) 762-0876, Monday-Friday, 8:30 a.m.- 10:00 p.m., Eastern to help you find your new ID number and access your electronic ID card

**How do I know if I'm using the right ID card?**

To confirm you are using the correct ID card, see the example below:

- **CORRECT ID number example:** P6M**0**#1234567 (correct ID numbers will have a number 1 through 9 in place of the #)
- **INCORRECT ID number example:** P6M**00**1234567

Once you receive your new card, please destroy the incorrect card.

Again, we apologize for the error and any inconvenience it may have caused.

Sincerely,

Wespath Benefits & Investments