

Important Regence benefit information for State of Idaho health plan participants

- Customer Service is available starting April 1, 2024, to answer any questions you may have. Please provide the State of Idaho group number—10060598—with your inquiry. Call 1-800-854-5585 or email stateofidaho@regence.com for assistance.
- If you have questions regarding the enrollment process, please contact your agency HR team.
- Verify your provider is in network by visiting [regence.com](https://www.regence.com). Be sure your home ZIP code is accurate on the top left of the screen above the Regence logo. Then click on **Find a doctor** and **Choose a network**. Use the Preferred Network to search providers for the PPO/HDHP plans or Participating Network to search providers for the Traditional plan.
- To verify your pharmacy is in network and access the drug list, visit [regence.com/pharmacy](https://www.regence.com/pharmacy). You will select **Find a Drug** under the Six-Tier Drug List – Large Group (51+) section near the bottom of the page.
- Your new Regence member ID card(s) will be mailed to the address on file with your agency HR team prior to July 1, 2024. Each family member enrolled in the State health plan will receive their own card.
- Once you receive your Regence member ID card, you and your dependents (over age 13) will be able to register at [regence.com](https://www.regence.com) to set up an account to access your benefit plan information. For your convenience, you can also access a digital member ID card via the Regence app.
- Be sure to present your new Regence member ID card to each of your medical providers and pharmacies to ensure claims are processed correctly starting July 1, 2024.
- For State plan participants on the PPO and HDHP plans, the Regence identification numbers will start with an alpha prefix of IDC. For those on the Traditional plan, the Regence identification numbers will start with an alpha prefix of IDV.
- When you access your VSP vision benefits, use your Regence identification number and suffix number shown on your Regence member ID card rather than your Social Security number to verify coverage and submit claims. To search for vision providers, visit [vsp.com](https://www.vsp.com).



VSP is a separate company that provides vision services.

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