**BENEFIT CARDS**

Once benefit changes/elections are made, cards are sent directly by the vendors within 10 business days from being loaded into their enrollment systems. The following are instructions for accessing benefit cards, obtaining temporary ID cards or for requesting new ID cards.

**MEDICAL – IBC**

*Website*

Step 1 - Go to [www.ibx.com](http://www.ibx.com) to access ibxpress.com.

Step 2 - If you are a new user, you will need to click on the ‘Log In or Register’ box on the top right side of the screen. Then, you will click on ‘Register’. You will be asked to establish a user name and password.

Step 3 - Once you have established your user name and password, you will enter that information on the ‘Log In or Register’ box on the top right side of the screen.

Step 4 – After you log in, click on ‘View/Share ID Card’ in the middle of the page. You will then see a picture of your ID card.

Step 5 - Select ‘Print’ if you want to print a copy to use as a temporary ID card.

Step 6 - Select ‘Order a New Card’ if you want a new card mailed to your home address.

*Phone*

You can call IBC at 800-ASK-BLUE to request a new card.

*App*

You can access your benefit card on your smartphone by…

- Download the [IBX app](http://www.ibx.com).
- You should use your ibxpress.com username and password, if you are already registered on-line. If you have not already registered on-line, you will need to register the first time you use the App.
- Once you have your username and password, log in to your account on the App.
- Your ID card can be found by tapping the ‘Doctor’s Visit Assistant’ and then ‘View ID Cards’.

**PRESCRIPTION – CVS/CAREMARK**

*Website*

Step 1 - Go to [www.caremark.com](http://www.caremark.com) and go to ‘Member Sign In’ in the top right side of screen.

Step 2 - If you are a first time user, you will need to click on ‘Register Now’ and complete the account set-up process. Use your SSN, if you do not know your Benefit ID Number.

Step 3 - Once you have established your user name and password, you will enter that information on the ‘Member Sign In’ box on the top right side of the screen.

Step 4 - After you log in, click on ‘Plan & Benefits’ in the black header bar. Then, select ‘Print Member ID Card’ in the drop down menu.

Step 5 - When you see the picture of your ID Card, you can click on ‘Print an ID Card’ in the red box.
**Prescription – CVS/Caremark (Continued)**

**Phone**
You can give CVS/Caremark a call at 888-865-6590 to request a replacement card be sent.

**App**
You can access your benefit card on your smartphone by…
- Download the CVS Caremark app.
- If you already registered for CVS/caremark on-line, you should use your established CVS/caremark username and password. If you have not already registered, you will need to register the first time you use the App.
- Once you have your username and password, log in to your account on the App.
- Your ID card can be found by tapping ‘View I.D. Card’.

**Dental - Delta**

**Website**
Step 1 - Go to [www.deltadentalins.com](http://www.deltadentalins.com) and to the ‘Online Services’ box on the top right side of the screen.
Step 2 - If you are a new user, choose “Register Today” and complete the Enrollee Registration. For the enrollee ID, you can use your Social Security Number.
Step 3 - Once you register, you will enter that information in the ‘Online Services’ box on the top right side of the screen to log-in.
Step 4 - After you are logged in, choose ‘View Eligibility & Benefits’.
Step 5 - Choose ‘Print ID Card’ on the left side of the screen.
Step 6 - Review the ID card that comes up and if all is correct, select ‘Print’.

**Phone**
You can call Delta at 800-932-0783 to request a replacement card be sent to you.

**App**
You can access your benefit card on your smartphone by…
- Download [Delta Dental Plans Association](http://www.deltadentalins.com) from the App Store or Google Play.
- You will need to register the first time you use the App.
- Once you have registered and created a username and password, log into your account on the App.
- Your ID card can be found on the ‘Home’ screen.

**Vision – VBA**

Vision Benefits does not provide a Benefit Card.
- If you are using an in-network provider, the providers will access your information through VBA’s E-Claims System. You should simply make your appointment and let the provider know that you have VBA coverage.