

**Subject: Health Plan ID Cards**

Participants who are new enrollees or made changes to their Health Plan elections during the most recent open enrollment period have been mailed new permanent ID cards. Participants who have not made any changes to their Health Plan elections will be receiving a new permanent ID card soon. Those cards are being mailed to employees homes early next week.

During the interim, or at any time, participants may wish to print their ID card. There are 2 ways this can be done as follows:

From [www.egtrust.org](http://www.egtrust.org):

1. Go to [www.egtrust.org](http://www.egtrust.org) and click on the gold Care Coordinator link at the bottom of the home page.
2. Select the "Print/Request ID Card" tab on the left side of the page.
3. Follow the instructions under the "Print ID Card" section. After submitting, a window with your personalized ID card will appear.
4. Using your browser's tool panel, select File>Print.

**Note: You will be required to either register or enter your username and password to access your ID Card.**

**To access your card via mobile app:**

1. If you haven't yet, please download the Care Coordinators app on your Apple® or Android™ device by searching for "Your Care Coordinators" on the App Store<sup>SM</sup> or Google Play<sup>™</sup>.
2. Open the app.
3. Select the "Access My Benefits" tab.
4. Select the "ID" symbol in the upper right hand corner.
5. A pop-up with your ID card will appear.

**Note: You must be registered on the website or mobile app to access your ID card.**

If you have any questions regarding the printing of ID cards or requesting additional ID cards please contact your Care Coordinators at **1.855.452.9997**.

