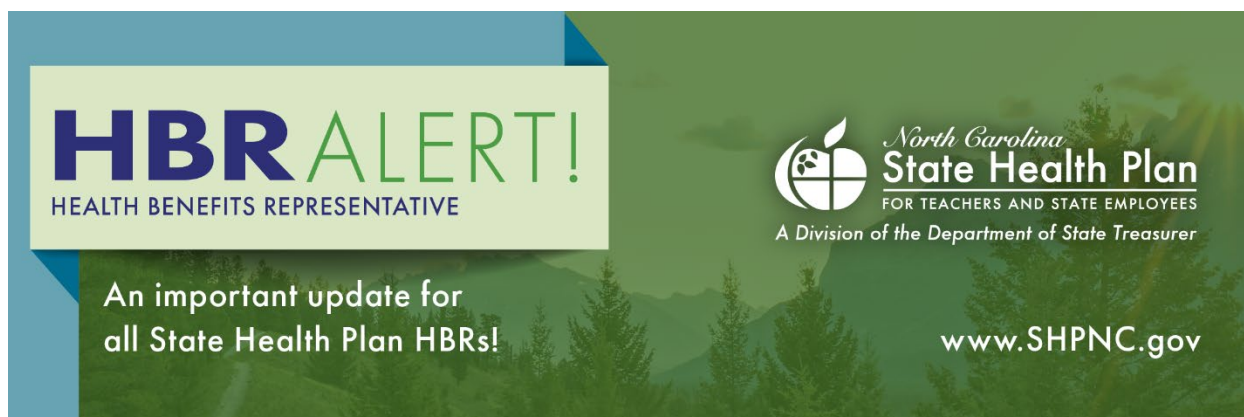


November 24, 2025, HBR Alert!



2025 ID Card Update

The State Health Plan has just learned that Aetna has not issued 2025 ID cards since November 6.

This impacts:

- Any new enrollment, which includes new hires and members added via qualifying life events, processed on or after November 4.
- Members that updated their PCP on or after November 4.
- Members that requested a new ID card on or after November 4.

Aetna will release the 2025 ID cards as soon as possible, but until that time, the best option for members that need a card is to print a temporary ID card which can be accessed via Aetna's member portal. As a reminder, members can access Aetna's secure member portal via eBenefits.

The root cause of this issue is that Aetna can only have one ID card template in place at one time. Therefore, Aetna will have to switch back to the 2026 ID card template to release Open Enrollment and other 2026 ID cards. We anticipate that change to happen in mid-December.

To ensure any newly enrolled members receive the correct 2025 ID card, please review and approve enrollments as quickly as possible.

After the ID card template is switched back to 2026, new 2025 enrollees will receive a card with 2026 information which include 2026 cost share information and a reference to Preferred Providers instead of CPP.

