

VEBA MEMBERS

Holiday Closure

Both VRC buildings will be closed on Monday, January 15. Virtual classes will still be held. Please check our [class calendar](#) for available virtual classes, or visit our [Video Library](#) for on-demand content.

Download the VEBA App

MyVEBA at Your Fingertips!

The new and improved MyVEBA app is here! With access to your personalized benefits information, the MyVEBA app offers easy and on-the-go use.

Click the links below to download the MyVEBA app today!

[Download for Apple](#)

[Download for Android](#)

Download Your Digital ID Card

ID cards are being processed and are anticipated to be delivered by the first of the year. However, if your card is delayed, electronic versions of ID cards should be available upon enrollment by the carrier. [Directions on how to download your digital ID card can be found here.](#)

Item to note: Some carriers no longer offer physical ID cards so your digital ID card will be your main ID card.

Wondering what you should do in January to prepare yourself for a healthy 2024? We have some suggestions in our [January Healthcare Checklist](#).

COVID-19 Rapid Tests Available

Remember, every U.S. household can place an order to receive four more free COVID-19 rapid tests delivered directly to their home. Before you throw out "expired" tests: [Check to see if your COVID-19 tests' expiration dates have been extended.](#)

Click here to order more tests or to get more info: <https://www.covid.gov/tests>

Kaiser HMO Physical ID Cards Now Updated With Cigna Healthcare Travel Info

Kaiser Permanente's collaboration with Cigna Healthcare allows our members to access urgent and emergency care from Cigna Healthcare's national PPO network of physicians, hospitals, and urgent care clinics while traveling outside of states where Kaiser Permanente operates. Since November 2023, Kaiser Permanente is issuing new HMO members physical ID cards with updated information about how to get care at the Cigna Healthcare PPO Network when traveling.

What You Should Know:

- New HMO members were sent updated physical ID cards in the mail.
 - Mailing will be staggered, began with California on November 17, 2023.
- Existing HMO members will not be issued an updated physical ID card and should continue using their existing physical ID card and separate Travel card.
- Note attached sample of new ID cards with the Cigna information

Behavioral Health and Mental Well-Being Resources

The VEBA Resource Centers (VRCs) are here to support you and your family's mental well-being. We can address issues like managing stress, handling challenges such as smoking cessation, and getting help for more serious mental health issues.

VEBA recently launched a new onsite EAP program through the VRC. Our partnership with Optum enables VEBA members (age 18+) to quickly schedule time with VEBA's onsite EAP Consultant.

Appointments are available:

- In-person at the VRC – Kearny Mesa location
- Virtually by phone or video consultation

To schedule an appointment with VEBA's dedicated Optum EAP Consultant, visit the [Optum EAP portal](#).

Did you know? You also receive behavioral health benefits through your health plan. These benefits include prevention resources, as well as medical care for more serious behavioral health conditions. To learn more about what VEBA benefits are available to you and your dependents, call our Advocacy Department at [888-276-0250](tel:888-276-0250) or visit vebaonline.com/contact to submit a request.

Looking for a therapy appointment? Check out these options available:

- Talkspace offers therapy for EAP beneficiaries when you need it – no appointment necessary. Connect virtually with a licensed, in-network provider including unlimited text messaging and real-time audio/video appointments.



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To get started, call [888-625-4809](tel:888-625-4809) to obtain an authorization code before registering (first visit only), then choose a provider and message anywhere, anytime. Want to learn more? Visit www.talkspace.com/connect or download the Talkspace app.

- Appointments are also available to VEBA members through Psych Centers at San Diego (PCSD). Call PCSD at 619-528-4600 ext. 7878 with your authorization code to schedule your appointment.
- Group therapy and personalized therapy telehealth sessions are Optum EAP benefits. To get started: Contact Optum at 888-625-4809 to obtain an authorization code.
- Kaiser members: call 833-579-4848 to make an appointment with a mental health professional. No pre-authorization is needed.
- UHC members: call the number for Mental Health on the back of your Benefits ID card.

Important note: If you cannot wait for an appointment with your benefits provider, call the VRC at 619-398-4220 for more information about the VRC-based therapists you can see sooner. In-person and virtual appointments are available.

VEBA Online Video Library

Life is busy! If you are unable to make it to an in-person VRC class, our online video library vebaresourcecenter.com/video-library offers a wide variety of on-demand fitness and wellness classes you can access at your convenience.

You can also find helpful videos on various health topics each month. Our theme for January is overall well-being, which includes getting preventative care screenings and adopting better eating habits. Check out these featured videos!

- 5 Things to Know About Cervical Cancer Screening
- Colon Cancer: Screening Tests and What the Results Mean
- Tips for Building Healthy Meals

Click here to view our library vebaresourcecenter.com/video-library

New Year...The Best Me!

If you want some great tips to help you stick to your New Year resolutions and stay healthy this year, check out these featured blog posts:

- [Making New Year's Health and Fitness Goals Stick](#)
- [Best Foods for Your Gut Health](#)

Coming soon! Keep an eye out [on our blog](#) for these new posts:

- COMING SOON: Importance of Preventive Care
- COMING SOON: An Act of Gratitude a Day Keeps the Doctor Away

VEBA Advocacy

Navigating the healthcare system can be confusing and complicated, but VEBA is here to help. The VEBA Advocacy team can help you resolve various issues like:

- Scheduling appointments
- Bill payment
- Quality of care
- And more!

Contact the VEBA Advocacy team Monday-Friday from 8 am to 5 pm by calling 888-276-0250 or visit vebaonline.com/contact to submit a request.

For Urgent requests, please click the "Urgent" box located on the contact form. Inquiries typically receive a response within one business day of receipt.
