

# PREPARE FOR CHANGES IN SEPTEMBER

We're replacing our claims payment system and member portal. You will be moved to the new system in September 2025.



As part of the change, you're getting a new PEHP ID Card to use on Sept. 1

## ☒ Use this checklist to help you get ready!

- ☐ **April - July: Verify Contact Info**  
Log in to your current PEHP account and verify we have your correct contact information.  
*Under Account-->Update Contact Information.*
- ☐ **August: New PEHP ID Card Mailed/ Emailed**  
Keep an eye out for your new PEHP ID Card in the mail. *Don't use the new ID card until Sept 1.*
- ☐ **August 31: Last Day to Use Old ID Card**  
This is the last day to use your old PEHP ID card with number "174100" when you visit doctors, dentists, and pharmacies.
- ☐ **September 1: Start Using New PEHP ID Card/Number**  
Use your new card/number starting with "M000" on September 1 when you visit doctors, dentists, and pharmacies to avoid any issues with claims. Covered family members can use the same card/number.

- ☐ **September 1-30: Create New Member Account**  
Create new account to access benefits, claims, find providers & costs, or add/remove dependents based on midyear life changes.  
[See helpful guides and videos.](#)
- ☐ **Post September 1 Life Insurance Enrollment/ Changes**  
You can add Life insurance coverage anytime during the year. To enroll or change coverage, log in to the Classic Portal using your old username and password.  
  
**Claims Prior to September 1**  
To view claims prior to September 1, log in to the Classic Portal using your old username and password.

Learn more: [www.pehp.org/newaccount](http://www.pehp.org/newaccount)