



EnvisionRx Customer Support Updates for 2020



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Fresno Unified School District

What's happening?

- **New Phone Numbers:** EnvisionRx Help Desk phone numbers are changing January 1, 2020
- **New ID Cards:** Updated Delta Health Systems and EnvisionRx*Plus* ID cards are coming in December



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Why is it happening?

- **From General Support:** Currently, all calls into EnvisionRx or EnvisionRx*Plus* are placed into a general phone queue for all EnvisionRx customers
- **To Specialized and Dedicated Customer Service:** FUSD is moving out of the general queue to a new dedicated line, where representatives are specially trained in the District's benefit plans and better prepared to address needs specific to the District's plan participants



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What do I need to do?

- **Switch out your ID card(s)** when you get your new card(s) in the mail
- **Show your new ID card(s)** to your health care provider and/or pharmacy during your first visit following receipt of your new ID card(s)
- *Be sure to call the **NEW** Envision Rx Customer Support line beginning in January 2020!*