



March 10, 2022

To: Department Benefit Representatives  
From: HR Benefits Office on behalf of the UC Office of the President  
Re: Anthem – Claims to HealthEquity Delayed Since November 2021

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UCOP was informed that claims from Anthem have not been transmitted to HealthEquity since November 16, 2021 which was caused by an update made to the Anthem database. This issue was discovered last month and could potentially affect members of the Health Savings Plan (HSP).

As a result, members will not see Anthem claims since November 16, 2021 online through the HealthEquity Member Portal and therefore must manually enter their Explanation of Benefit (EOB) details only if they wish to immediately substantiate a debit card transaction or provide a receipt to request reimbursement or payment to a provider. Otherwise, members could wait until April 1, 2022 to process these transactions after the claims file is restored and catch-up claims are transmitted to HealthEquity.

Please note that members may continue to use their Health Savings Account (HSA) debit cards for eligible health care expenses.

Anthem's IT issue is scheduled to be resolved by March 12, 2022 and a "catch-up" file of claims dating back to November 16, 2021 is scheduled to be sent to HealthEquity before March, 31, 2022.

To request copies of the Explanation of Benefits (EOBs), members should call the Anthem Health Guide at (844) 437-0486.

For HSA-related questions, members may call HealthEquity at (866) 212-4729.