

# —SPS ALERT—

## SPS Alert 148:

*Release date: 4/15/2020*

**To: Agency Benefit Coordinators and Agency Benefit Liaisons**

**From: Employee Benefits Division (EBD)**

**Date: April 15, 2020**

It has come to our attention that CareFirst is receiving many requests to send ID Cards to addresses other than the address on file for the member. Please be advised, EBD does not allow this practice.

**All address changes must be processed through Workday or the corresponding HR Department.**

As CareFirst customer service receives these types of requests, they are directing participants back to EBD for assistance, particularly if a retiree, or to each of you for information and/or assistance for those callers who are active employees.

**Note:** Those participants who have internet access will also be guided to print a temporary card through the website or access an electronic card through the CareFirst app until the address can be updated through SPS.

If you need additional information, please contact us at [EBD.Mail@Maryland.gov](mailto:EBD.Mail@Maryland.gov).

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