

Employee Services Portal (ESP) Quick Guide

How to replace ID card

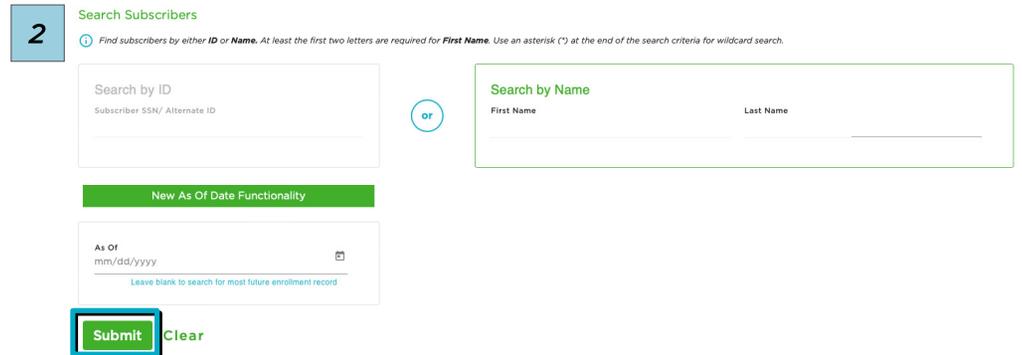
1. On the left navigation menu, click **Eligibility**.

Image 1



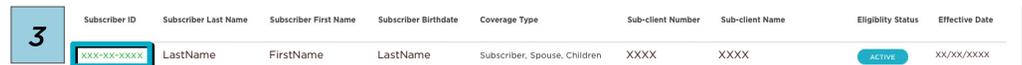
2. Search for the intended subscriber by entering the ID or name. Click **Submit**.

Image 2



3. Select the active subscriber by clicking the **Subscriber ID**.

Image 3



Subscriber ID	Subscriber Last Name	Subscriber First Name	Subscriber Birthdate	Coverage Type	Sub-client Number	Sub-client Name	Eligibility Status	Effective Date
xxxx-xx-xxxx	LastName	FirstName	LastName	Subscriber, Spouse, Children	XXXX	XXXX	ACTIVE	XX/XX/XXXX

4. Click the **Replacement ID Card** tab.

Image 4

5. Click one of the buttons to choose an option to replace the ID card:

Image 5

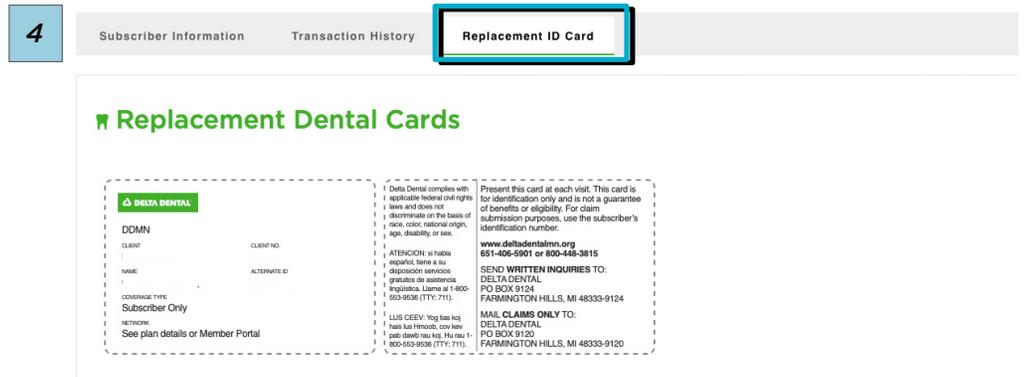
- **Send Email**
- **Print**
- **Download**
- **Order**

For **Send Email** option:

a. Enter the Email address of the subscriber and click **Send Email**.

Image 6

b. The subscriber will receive an email to assist them in securely accessing their ID card at any time.



5 **Give employees access to their digital ID card**

We've made it easier for you to help your employees. Click **Send Email** below and we'll help you send an email to the employee to let them know how to quickly and easily access their digital ID card!

