

2025 Healthcare Benefits

Frequently Asked Questions (FAQ's)

Member FAQ

Q: Who Is Concierge?

A: Concierge is the member customer service department that will assist all enrolled members with benefit and claim questions. They are available between 8am-6:30pm EST Monday-Friday. You can reach them by calling the concierge member services number on the back of your medical ID card.

Q: Who is Leading Edge Administrators?

A: Leading Edge Administrators is a Third-Party Administrator (TPA) that administers claims on behalf of the plan sponsor.

Q: Where do I access the RX formulary and find participating pharmacies in my area?

A: Members have many ways of accessing pharmacy benefits. You can do so by registering on **Anthem.com**, downloading the Sydney app, or calling the pharmacy member line that is listed on the back of your medical ID card. You will have access to all 3 options to view the 2025 formulary, search for pharmacies in your area, register for mail order with CarelonRX and check pricing on medications.

Q: Where do I search for doctors in the Anthem network?

A: You can do a provider search on **Anthem.com** by registering an account or by selecting the guest option. We encourage you to register an account, so you also have access to your pharmacy information and other services provided, like Live Health Online, Anthem's online provider network.

Q: Where can I access my plan benefits, view my claims, and print an Explanation of benefits?

A: To access your EOB's, claim history and benefits (SBC), you will need to register on the MESA portal; <https://mesa.leadingedgeadmin.com>. Once registered, you have access to your plan coverage, claim history, EOB access to view and print, as well as print a temporary ID card.

Q: I never received my ID card. How do I obtain a new one?

A: Members can obtain a new ID card by calling the concierge member services line on the back of your Medical ID card or register on MESA to print a temporary ID.

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Benefits & Claims

Q: Why can't I find my explanation of benefits on the Anthem website?

A: Employees can log into the Leading Edge member portal at <https://mesa.leadingedgeadmin.com>. Once you are logged in, you can download a copy of your claims explanation of benefits (EOBs) by selecting claims or benefits in the menu. For questions, you can contact member concierge services on the back of your ID card.

Q: How can I access my group's benefits information?

A: You can obtain copies of your group's benefit information by creating an account on the MESA portal at <https://mesa.leadingedgeadmin.com> or calling the member concierge line on the back of your medical ID card.