NOVEMBER 2026

California Teachers Association
EMPLOYEES HEALTH & WELFARE BENEFITS TRUST
Communications & Training Committee
news letter

How to Access Delta and Sydney Apps

Accessing the Delta Health Systems Website

You can access your Explanation of Benefits (EOB), paid claims, and more on the Delta Health Systems (Delta) website. Sign up on www.deltahealthsystems.com and fill out the required information to create an account. You can view your processed claims and payment information and can also export a list of all your paid claims. Please note that Delta serves as the Third-Party Administrator (TPA) and will verify your claims, benefit information, deductible met and cost-sharing information. Delta and Anthem exchange claims information daily. Once Delta adjudicates a claim, Anthem will issue payment to the provider, and Delta will issue your EOB showing the amount Anthem paid and the amount, if any, you may owe the provider in accordance with the Plan's cost sharing provisions. For questions regarding the processing or payment status of a claim, please contact Delta.

Accessing the Sydney App for Anthem

To access your Anthem benefits account, you can download the Sydney Health app through the app store on your mobile device and enter the required information for your account. After registering, you can use the app to view Anthem claims information, deductible met amount, claims paid, access your digital insurance card, and locate participating providers. We encourage you to download this app. It is a valuable resource for Anthem members. If you find any inconsistencies in the claims and payment information between the Sydney app and the Delta website, please report it to Delta right away.



Open Enrollment

It's that time of year, open enrollment period for our health insurance (medical, dental and vision) November 1-30, 2026. Any benefits changes made during this period will take effect January 1, 2027.

Open enrollment materials have been mailed to your home address on file. Please keep an eye out for the mailing, and if you have not received it, please contact our benefits administrator, Delta Health Systems, at 800-422-6099.

A couple of important reminders regarding the open enrollment process:

1. Enrollment/Change Form: If you are making any changes to your current benefits, please return the completed form directly to Jasmine Wan (your employer representative). Emailed/Scanned copies are preferred, and you may use encrypt option for added security.
2. Current Plan Coverage Confirmation Sheet: This identifies your current plan enrollment and covered dependents. Everyone MUST review the information for accuracy, sign and return this form to ctaeligibility@delapro.com or by mail using the provided self-addressed return envelope by November 30, 2026, regardless of whether you are making any benefit changes. If the information on the confirmation sheet is incorrect or if you want to make a change, you will need to complete a new enrollment/change form and return it to Jasmine Wan (your employer representative).

California Teachers Association

EMPLOYEES HEALTH & WELFARE BENEFITS TRUST

Communications & Training Committee

newsletter



Contact List

Delta Health Systems
1-888-401-7743
www.deltahealthsystems.com

Anthem Blue Cross
Group # L14447
Delta Health Systems Customer Service:
(888) 401-7743
Visit: www.anthem.com/ca

Kaiser Permanente
North, Group # 00437
South, Group # 101895
Toll Free: (800) 464-4000
www.kp.org/memberservices

VSP
Group # 12309884
Toll Free: (800) 877-7195
www.vsp.com

Delta Dental
Group # 07158-02301
Toll Free: (888) 335-8227
www.deltadental.com

Ameritas Dental
Group # 010-302142
Toll Free: (800) 659-2223
www.ameritas.com

Express Scripts
Actives & Non-Medicare Retirees
Group # 3706
Toll Free: (800) 501-7162
Medicare Retirees,
Group # 7088
Toll Free: (844) 682-5150
www.express-scripts.com

Changes to MyChart for Kaiser

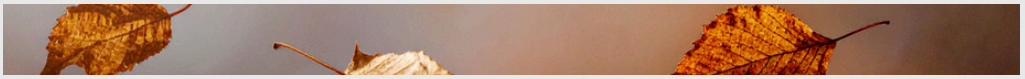
Your kp.org account will soon feature new and improved tools from MyChart to help you conveniently manage your care and coverage in one place.

What you'll see

- All your health information in one place
- New features and tools with simplified navigation
- Access to the features you need to book an appointment, message your care team, or view test results
- Enhanced ability to track your own health, connect and share information with others, pay bills, find plan information, and more
- Convenient online check-in for upcoming appointments at our medical centers

What's new

- Track your care in one place and securely share your medical record with outside providers.
- Scan your health feed to get a clear, at-a-glance view of your most important health tasks and notifications in one place.
- Easily search all features from a new extensive menu.



Check Your EOB's

This is a friendly reminder to review your EOB's. We want to ensure members are not being charged for services they did not receive or double billed for services or medication. As some providers rely more on AI, billing and claims errors can occur. If you have any issues, please reach out to your provider. You can view your EOB on Delta's website, MyChart and Sydney App.