

# **Alaska Pipe Trades Association - U.A. Local No. 375 Health and Security Trust Fund**

January 2024

## **Re: Important Announcement – New Administrator Effective February 1, 2024**

Dear Participant,

We hope this letter finds you in good health. We are writing to inform you of an important change to the administration of your health plan - the Alaska Pipe Trades Association – U.A. Local No. 375 Health and Security Plan.

Effective February 1, 2024, we are changing the plan administrator from Welfare & Pension Administration Service (WPAS) to BeneSys, Inc. We believe that this change will bring about positive improvements to the administration of your health benefits. The new administrator, BeneSys, has a proven track record in delivering excellent service to U.A. Locals and is committed to ensuring a smooth transition. You can expect continued support and enhanced services to meet your needs.

With this change, there are a few important details to note:

**1. Contact Information:**

Starting February 1, for any inquiries or assistance related to your health benefits, please contact the new administrator, BeneSys, Inc. at:

PMB #116 • 5331 S Macadam Avenue, Suite 258  
Portland, OR 97239  
(503) 535-6851 or (800) 811-8851  
Fax (503) 228-0149

**2. Claims Submission & New ID Cards:**

- In January, you will be receiving separately new ID cards from Aetna and Benesys for your medical, vision and dental benefits. Please share these ID cards with your providers. Aetna medical cards are mailing the week of January 16th and the Benesys dental cards are mailing the week of January 22<sup>nd</sup>.
- Towards the end of February, you will receive your new prescription ID card from CVS Caremark. Your current card will work until March 1st.

**3. Retiree Premium Payments & COBRA payments:**

For payments due on or after February 1, 2024, please send payments to:

Alaska Pipe Trades Association – U.A. Local No 375 Health & Security Trust fund  
5331 S Macadam Ave #258  
PMB #116  
Portland, OR 97239

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(503) 535-6851 or (800) 811-8851 Fax (503) 228-0149  
[www.akpipetradesbenefits.org](http://www.akpipetradesbenefits.org)

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#### **4. Online Portal and Mobile App:**

- By the end of March, we expect the NEW online portal (address below) to be available.
- In addition to other features, you will be able to track contributions, run benefit estimates and download forms. Please take the time to register on the portal to make the most of these features.
- A NEW Mobile App will be available in the second quarter. The mobile app will be available on Apple and Android and is called Benesys Now.

#### **What is NOT changing?**

For actives and non-Medicare eligible retirees benefits will remain the same. Aetna is still the medical network, and your Aetna ID number will remain the same. For retirees, this change will not affect your pension benefit payments. As a reminder for Medicare eligible retirees, effective February 1, 2024, the Trust is contracting with Retiree First to provide Medicare eligible retirees and dependents with a fully insured Medicare Supplemental program through United American (medical) and Humana (prescription drugs).

We understand that changes in administration can raise questions, and we are committed to ensuring a smooth transition for all participants. If you have any concerns or require additional information, please do not hesitate to reach out to the BeneSys Inc, customer service team at (800) 811-8851.

We appreciate your understanding and cooperation during this transition period. Our primary goal is to provide you with the best possible healthcare benefits and services. Thank you for your attention to this important matter, and we look forward to serving you with the highest level of care and support.

Sincerely,

The Board of Trustees