

QUICK-REFERENCE GUIDE

| TO FIND OUT ABOUT | CONTACT | PHONE AND WEBSITE |
|--|--|--|
| Eligibility, Self-Pay, Pension, and Defined Contribution or 401(k) Benefit Applications | Suite 105 3109 N. 24th St. Phoenix, AZ 85016 azpipe.org | 602-956-1950 Fax: 602-956-3016 |
| Claims Administration, the Locations of Network Providers, Pharmacy Network Services, Precertification or Utilization Management | Cigna | 800-CIGNA24 (800-244-6224) mycigna.com |
| UA Local 469 Marathon Health | Glendale Center Union Hall Center Gilbert Center clients.marathon.health/UALocal469 | 623-323-2262 602-830-3900 623-273-2400 |
| Employee Assistance Program (EAP), Behavioral Health Services | Lyra Health | 877-969-2917 ualocal469mentalhealth.com |
| Telehealth Connection Services | MDLIVE | 888-726-3171 MDLIVEforCigna.com |
| Dental Plans | Delta Dental | 602-938-3131 or 800-352-6132 deltadentalaz.com |
| Arizona Pipe Trades Defined Contribution Pension Trust Fund | John Hancock | 833-38-UNION (833-388-6466) myplan.johnhancock.com |

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For more information and tips on how to best use your health benefits, scan the QR code to the left, or visit ourbenefitoffice.com/Azpipe/Home.aspx.



Arizona Pipe Trades Trust Funds
BeneSys, Inc.
3109 N. 24th Street, Suite 105
Phoenix, AZ 85016

Heard It Thru the Pipeline

A Fresh Season for Your Health

As spring arrives, it's a great opportunity to take a fresh look at your health benefits. This issue of *Heard It Thru the Pipeline* spotlights convenient care options for you and your family, timely reminders about important mail deadlines, and resources that make getting care simpler, faster, and closer to home.



Digestive Care That Comes to You



Digestive issues can be uncomfortable, disruptive, and hard to manage, especially when it takes months to see a specialist. Through your Cigna medical plan, you and your covered dependents (age 18+) have in-network access to Oshi Health, a virtual-first digestive-care program.

Oshi Health provides expert care for a range of conditions, including abdominal pain and bloating, acid reflux, irritable bowel syndrome, Crohn's disease, and more. The care program connects you to a coordinated team of gastrointestinal (GI) providers, registered dietitians, gut-brain specialists, and care coordinators who work together to treat the root cause of your GI symptoms and conditions.

Through Oshi Health, you'll receive:

- Fast access to GI care, with available next-day virtual visits
- Evidence-based, whole-person treatment plans
- Convenient virtual visits and ongoing support through a mobile app



If you're fed up with ongoing digestive symptoms, help is within reach. Get started at oshihealth.com/cigna, or scan the QR code.

Thinking About Therapy? Start With Lyra

When you're feeling overwhelmed, stressed, or just not yourself, most people do what feels natural: They ask their primary care or urgent care doctor or go through Cigna and pick a provider at random. That's what you may have done before too.

But there's an easier (and faster) first step—Lyra Health!

Lyra Health is included in your benefits and is designed to be your starting point for behavioral health care. Instead of searching directories or waiting weeks for a callback, Lyra connects you directly with the right type of support based on what you're dealing with and how soon you want to be seen.

When you start with Lyra Health, you don't have to guess whether a provider is available, a good fit, or covered the right way. Lyra Health helps you get matched and scheduled and, often, much sooner.

With this benefit, you get:

- Faster access to therapy, counseling, and coaching
- Up to 12 no-cost sessions per person, per year
- Easy online scheduling with virtual visits, live messaging, or in-person care
- On-demand tools for stress, sleep, relationships, and everyday challenges

Let's Get

STARTED

Visit ualocal469.lyrahealth.com, or call 877-969-2917.

If a doctor suggests behavioral health care or you're thinking about going back to someone you've seen before, pause and check Lyra Health first. It can save you time, frustration, and higher out-of-pocket costs.

IMPORTANT: Reminder About Mailing Deadlines

New USPS postmark rules

If you mail benefit elections, enrollment forms, payments, or other notices, a recent change to USPS postmark rules may affect you.

Under updated USPS guidelines, the postmark date may not reflect the day you place mail in a mailbox. In some cases, mail dropped on one day may receive a postmark dated the next business day, which could then impact time-sensitive submissions.

What you can do to protect yourself:

- Don't assume mailbox drop-off guarantees a same-day postmark.
- Allow extra time for deadline-sensitive mail.
- For critical items, take mail inside the post office, and request a manual postmark.

You remain responsible for meeting all plan deadlines, so planning ahead is key.

