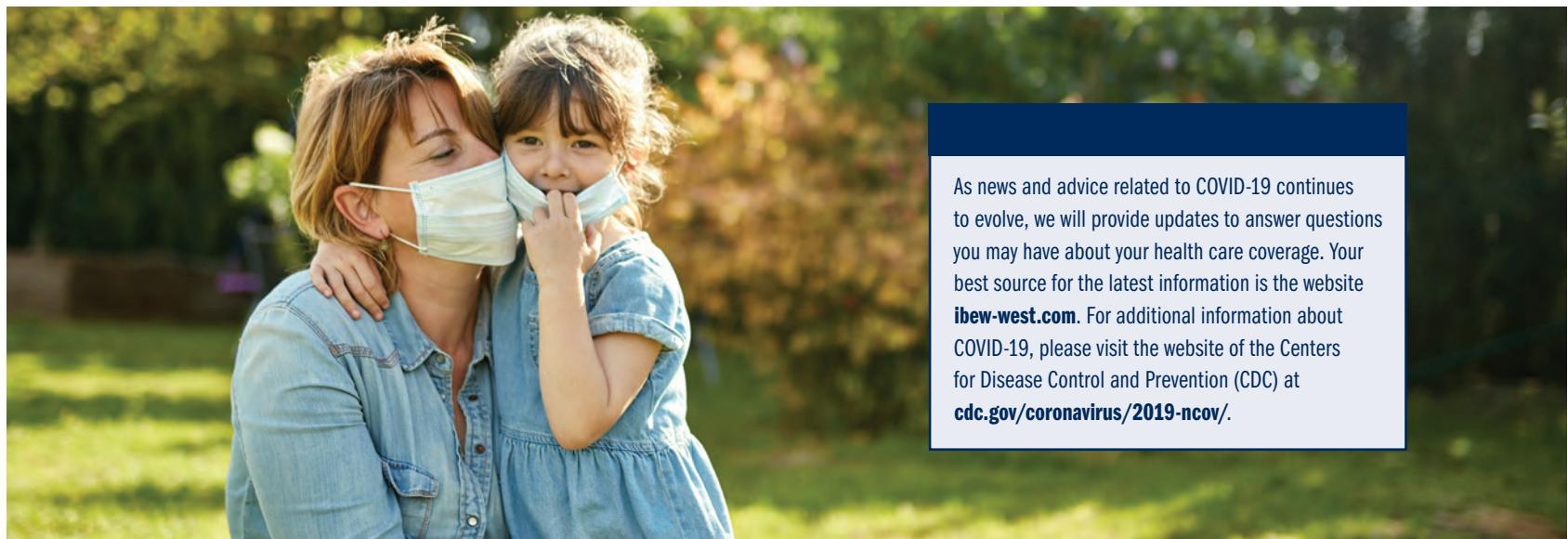


# STAYING CONNECTED

IBEW/WESTERN UTILITIES HEALTH & WELFARE TRUST FUND

SUMMER 2020



As news and advice related to COVID-19 continues to evolve, we will provide updates to answer questions you may have about your health care coverage. Your best source for the latest information is the website [ibew-west.com](http://ibew-west.com). For additional information about COVID-19, please visit the website of the Centers for Disease Control and Prevention (CDC) at [cdc.gov/coronavirus/2019-ncov/](https://www.cdc.gov/coronavirus/2019-ncov/).

## NEWSBRIEFS

**Get Healthy:** Now that warmer weather is here and you're enjoying longer days and planning for some after-work or vacation activities, it's also a good time to take stock of our physical fitness and overall health. Exercise is one of the best ways to stay fit. Medical professionals recommend 30 minutes of moderate exercise per day for most people. Brisk walking, swimming, and cycling are all good for heart health. **Note:** If you are new to exercise, be sure to check with your doctor before starting any new routine.

**Preventive Care:** When the time comes, and it's safe to do so, contact your doctor to reschedule any preventive visits you had to postpone during the shelter-in-place order. Although you may be tempted to let these slide, annual exams are important. These exams provide a snapshot of your current status, and they can catch emerging health issues when they are easier and less expensive to treat. Your Plan covers preventive exams, immunizations, mammograms, Pap smears, and colonoscopies at 100% if you use a Cigna OAP network provider. Also, annual dental exams offer insight into your overall health and catch cavities before they become bigger issues (filling versus root canal). Now is the time to call and schedule these important health checkpoints.

**Find the Fair Price:** Healthcare Bluebook helps you save money on out-of-pocket medical expenses. It allows you to shop for affordable care in your area and save hundreds or even thousands of dollars while making informed decisions about your health care. You can access the Healthcare Bluebook tool on your mobile device (iPhone or Android smartphone), desktop, laptop, or tablet. To download Healthcare Bluebook, go to [healthcarebluebook.com/cc/IBEWWesternUtilities](http://healthcarebluebook.com/cc/IBEWWesternUtilities). Login: last name and date of birth. See enclosed flyer for more information.

**Using the Right Labs:** Request that your doctor use an in-network laboratory (lab), like Quest Diagnostics (Quest) or Laboratory Corporation of America (LabCorp) when you need laboratory or pathology tests performed. These labs participate in the Cigna OAP network, and their services can cost significantly less than the same services provided by hospital-based facilities and non-network labs.

To find the nearest network lab or other health care facility, contact [mycigna.com](http://mycigna.com), or contact Quest or LabCorp directly:

**Quest:**  
800-377-7220  
[questdiagnostics.com](http://questdiagnostics.com)

**LabCorp:**  
888-522-2677  
[LabCorp.com](http://LabCorp.com)

**The Easy Way to Refill Your Existing Prescriptions:** Sav-Rx offers a convenient way to manage your mail-order prescriptions and request refills. The Sav-Rx app is available for free at the Apple App Store and Google Play. Through the Sav-Rx app, mail-order customers can create a profile to view all prescriptions and quickly order refills. The Sav-Rx app also allows customers to order multiple refills at once, view a complete mail-order history, see current order processing status, and track mail-order packages. The app also offers a quick refill option without profile creation that allows customers to request a refill with just the Sav-Rx prescription number and patient's date of birth.

**Need Vendor Information?** Visit [ibew-west.com](http://ibew-west.com) for access to vendor links. **Questions?** If you ever need information about your Plan benefits, call the Administrative Office at **855-617-2478**, or visit our website at [ibew-west.com](http://ibew-west.com).



## GET CARE AT HOME

When you or a family member becomes ill or needs medical attention, your first instinct may be to go to the emergency room (ER) or urgent care facility, if your primary care physician is unavailable. However, you have another option available to you through Doctor On Demand. You and your dependents can speak directly with a U.S. board-certified physician, a psychologist, or even a psychiatrist 24/7, via phone or video chat. The service is unlimited for you to use, and there is a \$0 copay until the end of 2020.

Other benefits of using Doctor On Demand include:

- Receiving care from the comfort of your own home for nonemergency medical conditions such as the cold, flu, fever, respiratory/sinus infection, urinary tract infection, cough/bronchitis, strep throat, skin issues, or allergies
- Avoiding long wait times at a doctor's office
- Speaking to a licensed psychologist or psychiatrist that can help with depression, anxiety, stress, trauma, and other nonemergency behavioral health issues
- Having limited medications prescribed and sent directly to your pharmacy of choice!
- Having lab tests or medical screenings prescribed over the phone by a licensed physician

If you have any questions, you can call Member Support at **800-997-6196** or [support@doctorondemand.com](mailto:support@doctorondemand.com).

## Kaiser Members

Kaiser participants also have access to virtual care via email, telephone, and video visits. There is no copay for virtual care, and all appointment information is added to the participant's Kaiser medical records. To make an appointment or to speak to an advice nurse, contact Kaiser at **800-813-2000** or [kp.org/appointments](http://kp.org/appointments).

Kaiser is offering the Calm and myStrength apps to its participants at NO COST! The Calm app includes guided meditations, sleep stories, mindful movement, and stretching. The myStrength app offers help managing depression, anxiety, stress, sleep, and much more. For access to Calm and myStrength, participants with an active [kp.org](http://kp.org) account can activate the app at [kp.org/selfcareapps](http://kp.org/selfcareapps).

## STRUGGLING? CIGNA IS HERE TO HELP

Everybody has challenges they deal with from time to time. And while you may talk to family, friends, spiritual advisors, and/or coworkers about your troubles, you may need some extra support from Cigna's Employee Assistance & Work/Life Support Program.

Cigna's licensed professional employee assistance consultants are a phone call away for both routine and urgent concerns. They will listen, guide you, and provide any information you may need. They can also direct you to community resources that are available to help.

**If you just need help with balancing your life, Cigna can also help you:**

- Find a **child care program** that's right for your family
- Provide a **financial services referral** (30-minute financial consultation by phone) and 25% off tax preparation
- Deal with **identity theft** or prevention (60-minute consultation by phone)
- Provide a **legal consultation** with a network lawyer (30-minute consultation by phone) and 25% off select fees
- Find **pet care**
- Provide **senior care** solutions related to your aging loved ones
- Provide unlimited **EAP** consultations by phone
- Provide availability to a **Managing Stress Toolkit** to help you manage stress

If you prefer to speak with someone in person, you can visit an Employee Assistance Program (EAP) network provider. You and your dependents can receive up to eight (8) **FREE** in-person counseling visits per calendar year with a qualified professional, along with an unlimited number of telephonic sessions.

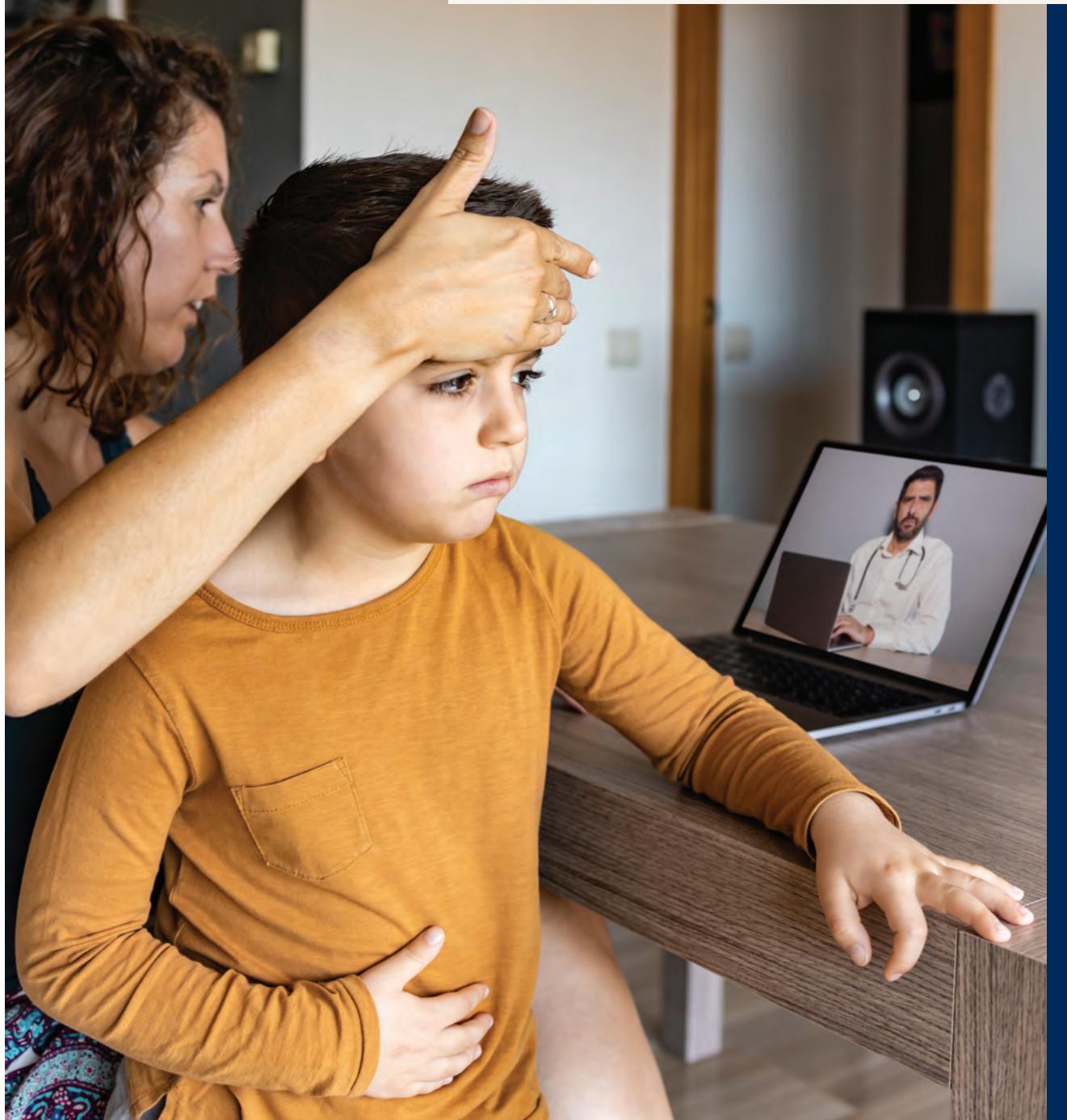
Cigna's Employee Assistance & Work/Life Support Program is a phone call away: **877-622-4327**. You can also visit them online at [mycigna.com](http://mycigna.com). Use Employee ID: **westernutilities** for initial registration.

You can access interactive tools and educational materials on work and life topics online as well.

## STAYING CONNECTED

## Using Doctor On Demand is easy!

Simply download the **Doctor On Demand** app from the Apple App Store, Google Play, or via [doctorondemand.com](http://doctorondemand.com). The app works with any smartphone, tablet, or computer with a front-facing camera. When asked for “Employer,” please use “IBEW Western Utilities.”





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**Please read the letter insert for information regarding  
the newly enhanced website [ibew-west.com](http://ibew-west.com) and the  
instructions on how to access your benefits information.**



Who Are You Trying to Reach?	Web Address
Administrative Office (BeneSys)	<a href="http://ibew-west.com">ibew-west.com</a>
PaciCorp Employee Benefits Department	<a href="http://eportal.pacificorp.us/irj/portal">eportal.pacificorp.us/irj/portal</a>
Cigna—Precertification/Case Management, OAP	<a href="http://mycigna.com">mycigna.com</a> Employer ID: westernutilities
Sav-Rx—Prescription Services	<a href="http://savrx.com">savrx.com</a>
Doctor On Demand	<a href="http://doctorondemand.com">doctorondemand.com</a> Employer: IBEW Western Utilities
Healthcare Bluebook—Health Care Price Comparison Tool	<a href="http://healthcarebluebook.com/cc/IBEWWesternUtilities">healthcarebluebook.com/cc/IBEWWesternUtilities</a> Login: last name and date of birth
Cigna—Employee Assistance Program and Behavioral Health Services	<a href="http://mycigna.com">mycigna.com</a> Employer ID: westernutilities
HealthEquity—Health Savings Account	<a href="http://healthequity.com">healthequity.com</a>
Kaiser—HMO Network	<a href="http://kp.org">kp.org</a>
Delta Dental	<a href="http://deltadentalins.com">deltadentalins.com</a>

*The information provided in this **Staying Connected** newsletter is of a general nature only and does not replace or alter the official rules and policies contained in the official plan documents that legally govern the terms and operation of the plans.*

*If this newsletter differs in any way from the official plan documents, the official plan documents always govern. Receipt of this newsletter does not guarantee benefits eligibility.*