



Plumbers and Steamfitters Local Union No. 486 Medical Fund

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September 25, 2024

Subject: Important Announcement – New Administrator Effective October 1, 2024

Dear Participant,

We hope this letter finds you in good health. We are writing to inform you of an important change related to the administration of the health and welfare fund.

Effective October 1, 2024, we are changing third-party administrators from Zenith American Solutions to **BeneSys, Inc.** to administer our medical fund and to enhance the efficiency and quality of services provided to you, our participants. We believe that this change will bring positive improvements to the administration of your medical benefits.

The new administrator, BeneSys, has a proven track record of delivering excellent service 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 for **ALL PARTICIPANTS – actives and retirees**:

1. **Contact Information:**

Starting October 1, 2024, for any inquiries or assistance related to your medical benefits, please contact BeneSys at the address and phone numbers above.
NOTE: *The phone numbers have not changed.*

2. **Online Portal:**

By the end of November 2024, an online participant portal (address above) should be available. Please take the time to register on the portal to make the most of its features including tracking contributions, viewing your eligibility, claim payments, and more!

For ACTIVE PARTICIPANTS, please also note:

1. Claims Submission:

By mid-October, you will be receiving new ID cards. You will now have just one card that contains the information for your Medical, Prescription, Dental and Vision plans. Please share these ID cards with your providers.

PLEASE NOTE:

- ***You should continue to use your current ID cards until you receive your new card.***
- *It is important for you to present your new card to you providers as some of the claims filing information has changed.*

YOUR MEDICAL BENEFITS ARE REMAINING THE SAME. CareFirst is still the network, and your CareFirst ID number will remain the same.

2. New Prescription Vendor

Also effective October 1, 2024, the Fund will be changing from Optum Rx to Express Scripts for your prescription benefits. This is only a change in the prescription benefit manager. Your prescription benefits are not changing. If you need to get a prescription refill or a new prescription on or after October 1, 2024 and you have not received your new card, please provide this information to the pharmacy:

RxBin: 003858
RxGRP: LOCA486
RxPCN: A4

You will also receive a welcome packet from Express Scripts with other information regarding the change including how to fill mail order prescription.

3. COBRA and Self-Payments:

For timely processing of your payments, please send your payments to:

Plumbers and Steamfitters Local 486 Medical Plan
Attn: Eligibility Department
7130 Columbia Gateway Drive, Suite A
Columbia, MD 21046

For RETIRED PARTICIPANTS, please also note:

1. RetireeFirst

Your Medical and Prescription benefits will continue to be provided by RetireeFirst. Please note the new address for you to remit your Retiree Premiums below in #2.

2. Retiree Premium Payments:

For timely processing of your payments, please send your payments to:

Plumbers and Steamfitters Local 486 Medical Plan
Attn: Eligibility Department
7130 Columbia Gateway Drive, Suite A
Columbia, MD 21046

We understand that changes in administration can raise questions, and we are committed to ensuring a smooth transition for all participants and beneficiaries. If you have any concerns or require additional information, please do not hesitate to reach out to the BeneSys customer service team. Member Services representatives are available Monday through Friday from 8:30 AM until 5:00 PM.

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, and we believe that the administrator will contribute to the continued success of the medical fund.

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