



Iron Workers District Council of Southern Ohio & Vicinity Benefit Trust

Announcing an Important Change to Your Medical Benefits

Dear Participants,

We are pleased to announce that **your medical coverage will change to Aetna from Anthem Blue Cross Blue Shield, effective January 1, 2024.** This change will benefit you in several important ways.

In addition, you will have access to:

- Aetna's national network of providers
- High-quality virtual care through Teladoc® Health, whether you need general medical care, mental health support, or dermatology services
- FREE enrollment in CVS® ExtraCare+
- A registered nurse 24 hours a day, 7 days a week.

Keep reading this mailer to learn more about these offerings – remembering that the transition does not take effect until January 1, 2024.

We are proud to continue supporting the health care needs of you and your family.

Sincerely,

The Board of Trustees

NO ACTION IS NEEDED

You and your covered dependents will automatically be enrolled in the new plan. However, we encourage you to read this mailer carefully. Learn about the many programs Aetna offers to help you get and stay healthy.



IMPORTANT TRANSITION INFORMATION

Use Your New ID Cards

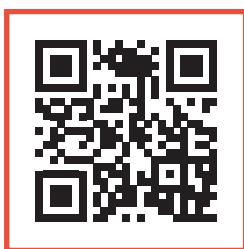
Your new Aetna ID cards will arrive in the mail during the month of December 2023. If you don't receive your cards before January 1st, don't panic, they will be available online.

Remember to show your doctor's office or hospital your new ID card on or after January 1, 2024.

Preferred Provider Organization

Visit the following website to see if your providers are in the Aetna Choice® POS II (Open Access) network:

<https://aet.na/477nRnL>



Manage Your Health Online

You will have 24-hour access to Aetna's secure website and mobile app beginning January 1, 2024.

File Your Claims

Any health care expenses incurred before January 1, 2024, should be submitted to Anthem Blue Cross Blue Shield as soon as possible, but not later than December 31, 2024. For claims incurred on or after January 1, 2024, your provider will submit them directly to Aetna. Anthem will deny any claims incurred on and after January 1, 2024.

What about my other benefits?

Your prescription drug, dental, vision, and other welfare benefits are not changing. They are not affected in any way by the new network for your medical benefits.





MAKE THE MOST OF YOUR NEW MEDICAL BENEFITS

Choosing Aetna to provide our medical benefits means a lot more than a large network. Check out some of the programs and resources that will make your life easier and save you money.

Access Improved Customer Service

Aetna will provide dedicated customer service Monday–Friday, 8:00 a.m. – 6:00 p.m. beginning January 1, 2024. Customer service representatives are empowered with tools to help you resolve your problems quickly.

Save money with FREE Enrollment in CVS ExtraCare+

When you sign up, you get \$10 added to your ExtraCare® card each month to thank you for being a member. Spend it on whatever you want. Plus, you get more money back in your pocket with 20% savings on thousands of CVS Health® products. In addition, you can have eligible items delivered to your home, with no-cost, one- to two-day shipping.

Talk to a Nurse 24/7

When you aren't sure where to go for care or have a health-related question in the middle of the night, Informed Health® Line is a good place to start.

Use Teladoc Health

Speak with a doctor 24/7 from the comfort of your home using a video-enabled smartphone, tablet, or computer. Teladoc's physicians are board-certified and can diagnose, recommend treatment, and write short-term prescriptions when medically necessary.* Teladoc offers an affordable and convenient alternative to urgent care or the emergency room. Plus, if you or a loved one are looking for mental health support, you can access a licensed therapist. All calls are confidential.

* Teladoc cannot prescribe controlled substances, non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of service.



**Iron Workers District Council
of Southern Ohio & Vicinity
Benefit Trust**
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We're Here to Help

We want to make sure that you can quickly
and easily get answers to your questions.
Contact the Fund Office at 937-454-1744.

Learn about
exciting changes
to your health plan.

