

Eastern Millwrights Meeting

August 13, 2019

Presented by: Rose Ann Haines & Linda Bazewick



AGENDA

- Fund Office Hours
- Fund Office Locations
- Benefit Funds Contact Information
- Available Websites and Mobile Application Information
- Questions & Answers

FUND OFFICE HOURS

Monday	8:00 am – 4:30 pm
Tuesday	8:00 am – 4:30 pm
Wednesday	8:00 am – 5:30 pm (Extended Hours)
Thursday	8:00 am – 4:30 pm
Friday	8:00 am – 3:30 pm

NEW YORK FUND OFFICE LOCATIONS:

South Central Office
181 Industrial Park Road
Horseheads, NY 14845
1-866-727-0281

Buffalo Office
1159 Maryvale Dr. Suite 20
Cheektowaga, NY 14225
1-877-739-7136

Albany Office
14 Corporate Circle
Albany, NY 12203
1-800-724-6589

Long Island Office
270 Motor Parkway Suite 2
Hauppauge, NY 11788
1-877-372-3236

Fishkill Office
10 Corporate Park Dr. Suite B
Hopewell Junction, NY 12533
1-845-202-5646

NEW YORK FUND OFFICE CONTACTS:

Annuity Department Questions:

- All areas please contact the Long Island Office and speak with Michelle Darragh X144 or Kim Gerber X179

Pension Department Questions:

- South Central, Niagara or Jamestown Areas ~ Linda Bazewick 607-729-1371 or x126
- Former Upstate or Rochester Areas ~ South Central Office Cindi Coates x121
- Albany or Adirondack Areas ~ Albany Office Erin Ceccucci x603
- Buffalo and Downstate Areas ~ Long Island Office Lisa BiFulco x166
- Old Buffalo Pension – Buffalo Office Pat Gamble x151

Health Department Questions:

- Former Upstate, South Central, Jamestown and Adirondack Areas: ~ South Central Office Angela Coyle x122
- Niagara, Buffalo and Rochester Areas ~ Buffalo Office Karen Palmer x150
- Albany and Downstate Areas ~ Long Island Office Lisa Brienza x176

NEW YORK FUND OFFICE CONTACTS:

Contribution Department Questions:

- All Areas ~ South Central Office ~ Kyle Lagonegro x124

Missing hours? Complete a benefit/wage shortage report, attach copies of your paystubs and submit to the South Central Office Attention: Kyle

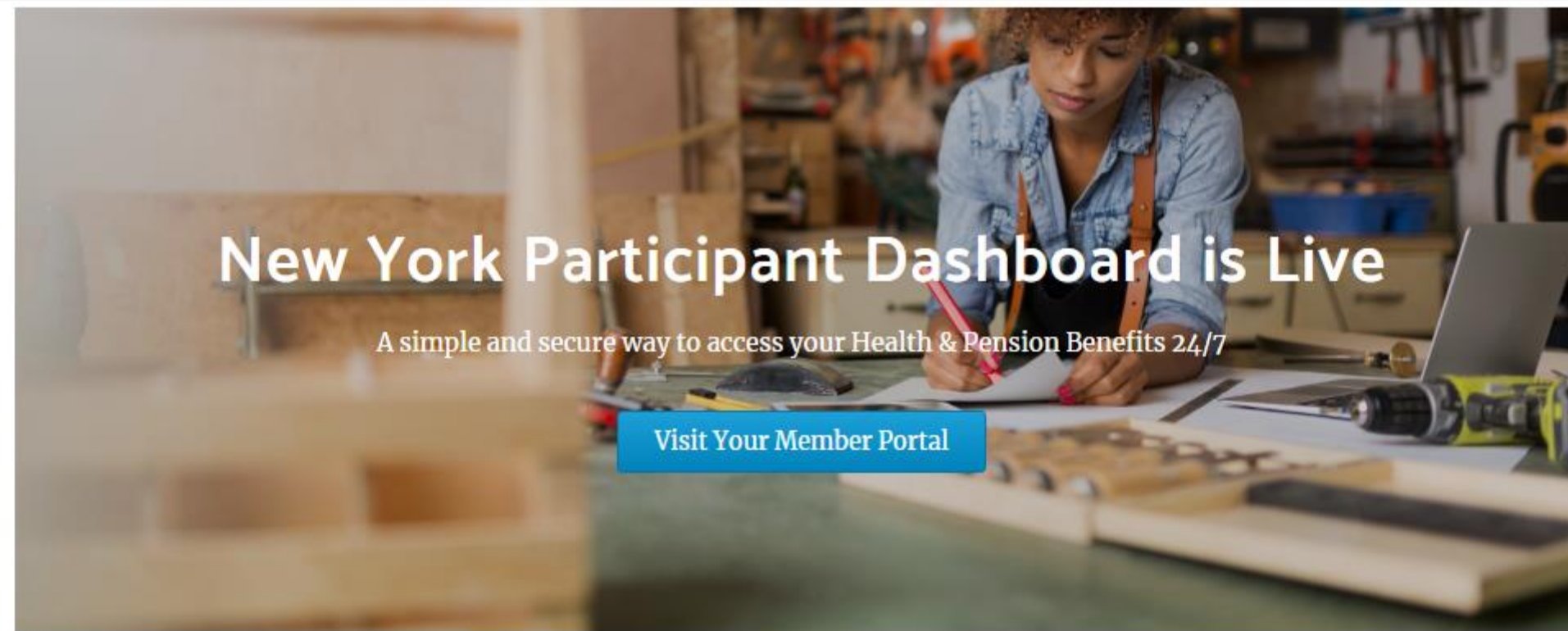
AVAILABLE WEBSITES:

- Northeast Carpenters Funds: ncf.carpenters.fund
- PRO-FLEX Carpenters' HRA : cny.lh1ondemand.com
- IA - Independence Administrators (licensee of BC/BS):
www.MyIBXTPAbenefits.com customer service 1-833-242-3330.
- Express Scripts Rx Plan: www.express-scripts.com tech support 1-800-711-5672
or customer service 1-800-282-2881.
- Mental Health Consultants (MHC): www.mhconsultants.com/northeastcarpentersfunds or
1-800-255-3081.

WEBSITE – ncf.carpenters.fund ~ *Hover over Northeast Carpenters Participants, then select New York Participant Website.*



Click the blue box "Visit Your Member Portal"



Benefit Access



Health Benefits

- Check your eligibility
- View your work history
- Health & wage balances



Pension Fund

- Pension credits
- Pensioner payments
- View/edit demographic info



Annuity Account

- Check your balance
- View contributions

Click on "Create Account"

Access your benefits.

Check your benefits 24/7. Login with your email and password to continue.

someone@example.com

Password

Log In Create Account

Can't access your account?
Non-discrimination

Complete the registration, click next



Al

Registration: Create Your Account

Email


Confirm Email

First Name

Last Name

Enter last 4 digits of SSN/SIN

Date of Birth

ZIP Code/Postal Code


Mobile Phone (optional)

Get access to your benefits information anytime. Membership is FREE for members .

Need Help? Click [here](#) to learn how to create your MemberXG account.

Next

Create login and security credentials to finish setting up your account.

**NORTHEAST CARPENTERS FUNDS**

[Already registered?](#) [Log In](#)

Registration: Create your password and security questions

Enter password

Confirm password

 ✓

Password must be at least 8 characters, contain at least 1 lower case letter, at least one upper case letter, at least 1 number, and at least 1 special character (! @ # \$ % ^ &).

Security Questions 1:

Security Questions 2:

Security Questions 3:

Remember, security answers are case sensitive.

Password Expiration

Final notes:

When the account is created you will return to the initial Member login screen.

You will receive an access code which will be sent to the email that you entered when you created your Member account.

Note: Each time you log in from a new computer/device, you must enter a new access code.

To access the site using Safari (search engine), please make sure private browser mode is set to OFF.

*What can I use the website for and how do I access my information?
From the Health Benefits and Pension Fund sections you can:*

- *View/edit demographic information*
- *Check your contributions dollars received*
- *See the pension credits you earned*
- *If retired – view pensioner payments*
- *Check your health insurance status*
- *View your work history*

***IMPORTANT: The Annuity sections requires an additional username and password.
From the Annuity section you can:***

- *View contribution dollars received*
 - *Check your ANNUITY balance*
- From the New York Participant Website page, click Annuity Account. (*If you have not logged into the Annuity site yet, a username and password have already been established for your initial login*).
 - Your username will be your last name followed by the last 4 digits of your Social Security Number.
 - Your password will be your 4 digit birth year followed by the first 2 letters of you first name.
Example: Username: smith1234 Password: 1980jo

*After submitting the preset username and password, you will be instructed to set up your own password
(THE USERNAME WILL ALWAYS REMAIN THE SAME)

WEBSITE: cny.lh1ondemand.com *After submitting the preset username and password, you will be instructed to set up your own password. (The username will always remain the same). The credentials for the Website and Mobile App are the same.*

Once you receive your card, register your account at: cny.lh1ondemand.com

Username will be the first initial of your first name and then full last name with the last 4 digits of your Social Security Number.
Temporary Password will be “carpenters.”

Example

Username: jsmith1234 Password: carpenters

Both username and password are all lowercase.

WEBSITE: cny.lh1ondemand.com (Pro-Flex HRA)



Login

Existing User?

Login to your account

Username

Password

[Login](#)

[Forgot Password?](#)

Setting up a New Account?

Code

[Get Started](#)

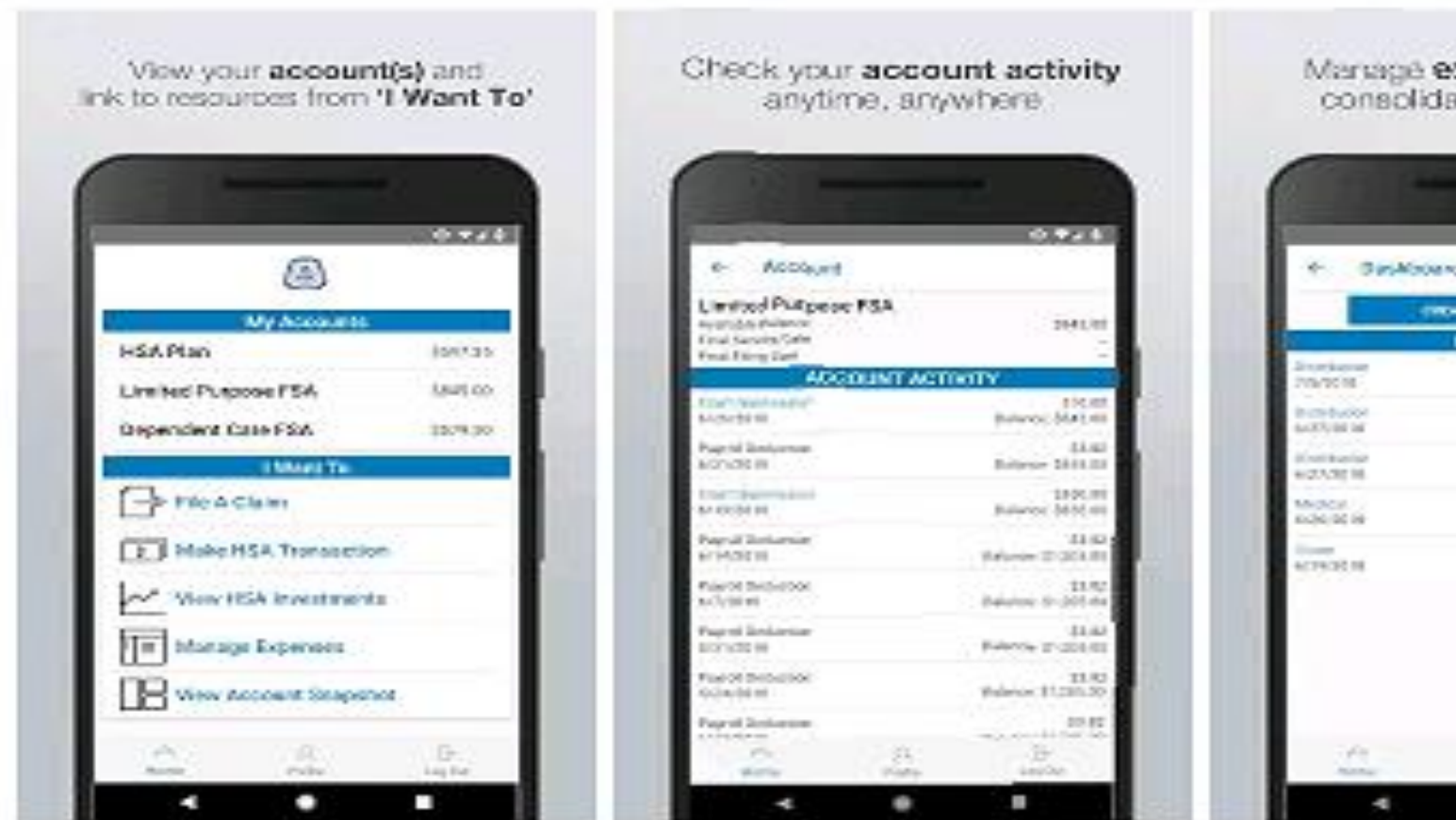
Contact Us - Call the Northeast Carpenters Fund Office at (607) 739-1326

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MOBILE APP: PRO-FLEX CARPENTERS' HRA



The image shows the App Store listing for the Pro-Flex Carpenters' HRA mobile application. It features the app's logo, the title "Pro-Flex Carpenters' HRA", the developer "Pro-Flex", and the category "Health & Fitness". A prominent green "INSTALL" button is visible. Below the button, a pink banner with a warning icon states "Not designed for children".



Three smartphone screens are displayed to showcase the app's features:

- Screen 1:** "View your **account(s)** and link to resources from 'I Want To'". The screen shows a "My Account" section with a table of accounts and an "I Want To" section with various action items.
- Screen 2:** "Check your **account activity** anytime, anywhere". The screen displays "Account Activity" for a "Limited Purpose FSA" with a list of transactions including dates, descriptions, and amounts.
- Screen 3:** "Manage **exp** consolidate". The screen shows a "Dashboard" with a list of expenses and their amounts.

What can I use the Website and Mobile App for?

- *Check your HRA balance*
- *Upload a HRA reimbursement claim*
- *Respond to request for more information "RMI" letters*
- *View your health contribution dollars*
- *View your health care premiums*

Did you know? If you have attempted to login to your account three times and were unsuccessful you will be locked out of both the Website and Mobile App. Please contact the Funds Office to have your password reset.

WEBSITE: www.MyIBXTPAbenefits.com



Log in to myibxtpabenefits.com

Username

Password

LOG IN

[Forgot your username?](#) [Forgot your password?](#)

Welcome to myibxtpabenefits.com

Your personalized online health care resource!

- Benefits, claims, and referrals
- Improved Find a Doctor search
- New My Care section



Is this your first visit to the new myibxtpabenefits.com website?

Please be sure to register on your first visit, even if you were registered on the old website or app.

REGISTER





Registration

STEP 1 of 4

Member Eligibility


Enter the information of the member enrolled with Independence Administrators Insurance and match what is on the ID Card (all fields are required)

Independence 	
Independence Administrators	
DEMO MEMBER	RX Bin: 000000
Member ID:	PCN: 00000000
1234567890	
DEDUCTIBLE & COINSURANCE APPLY	PREVENTIVE CARE - 100%
	

The information found on your Insurance card will help you register for the Portal. Please use the highlighted portions to complete this form.

WEBSITE: www.MyIBXTPAbenefits.com once registered you can order new cards, find a provider, review your claims and print detailed benefit statements. Contact IA with any website questions.

The screenshot shows the Independence Administrators website dashboard. The header is blue with the logo and navigation icons. The main content area is divided into several sections: 'My Benefits' with a member ID and a medical plan; 'I want to...' with two action buttons for finding providers and cost estimates; 'Claims' with two donut charts showing deductible and out-of-pocket percentages and amounts; and a placeholder for an ID card.


Independence 
Independence Administrators

HOME BENEFITS Claims MY CARE HEALTH & WELL-BEING

Welcome, Linda!

My Benefits



Member ID: [REDACTED]



 **Medical**
NY FUND OPTION HIGH

Your ID Card is currently unavailable

Print | Send | Order New | View All

I want to...

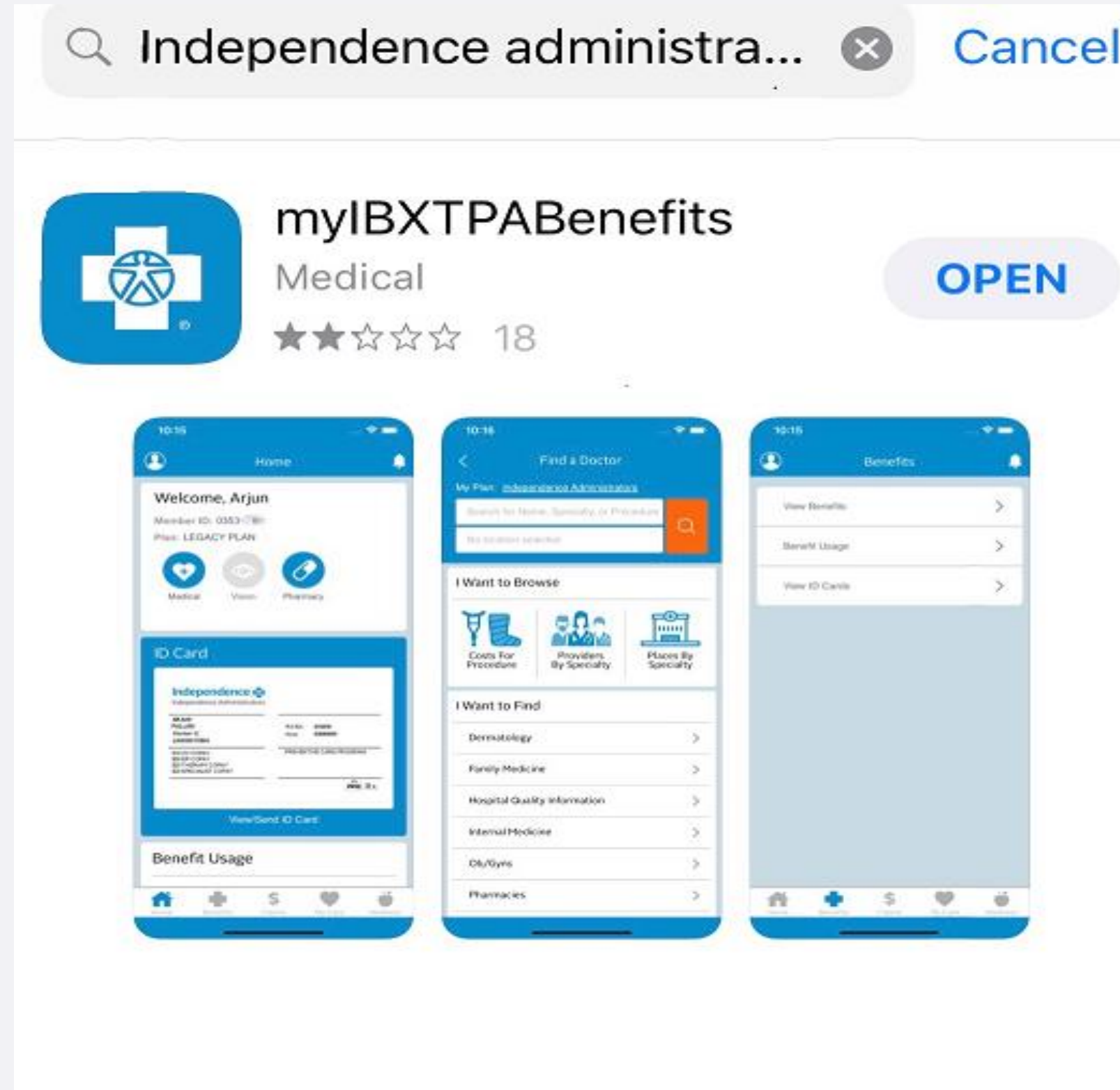
 Find covered Medical providers 

 Find cost estimates for a Medical Procedure 

Claims

Deductible		Out Of Pocket	
Family / Tier 2		Individual / Tier 2	
Total Amount	\$2,250.00	Total Amount	\$4,200.00
Amount Spent	\$0.00	Amount Spent	\$75.00
Remaining	\$2,250.00	Remaining	\$4,125.00

MOBILE APP : myIBXTPABenefits



WEBSITE: www.express-scripts.com Once registered you can file your HRA card with Express-Scripts to cover your Rx copay costs. Contact Express-Scripts with any website questions.

EXPRESS SCRIPTS® Log In Register

Prescriptions Benefits Account Help English

Support that's more than medicine.

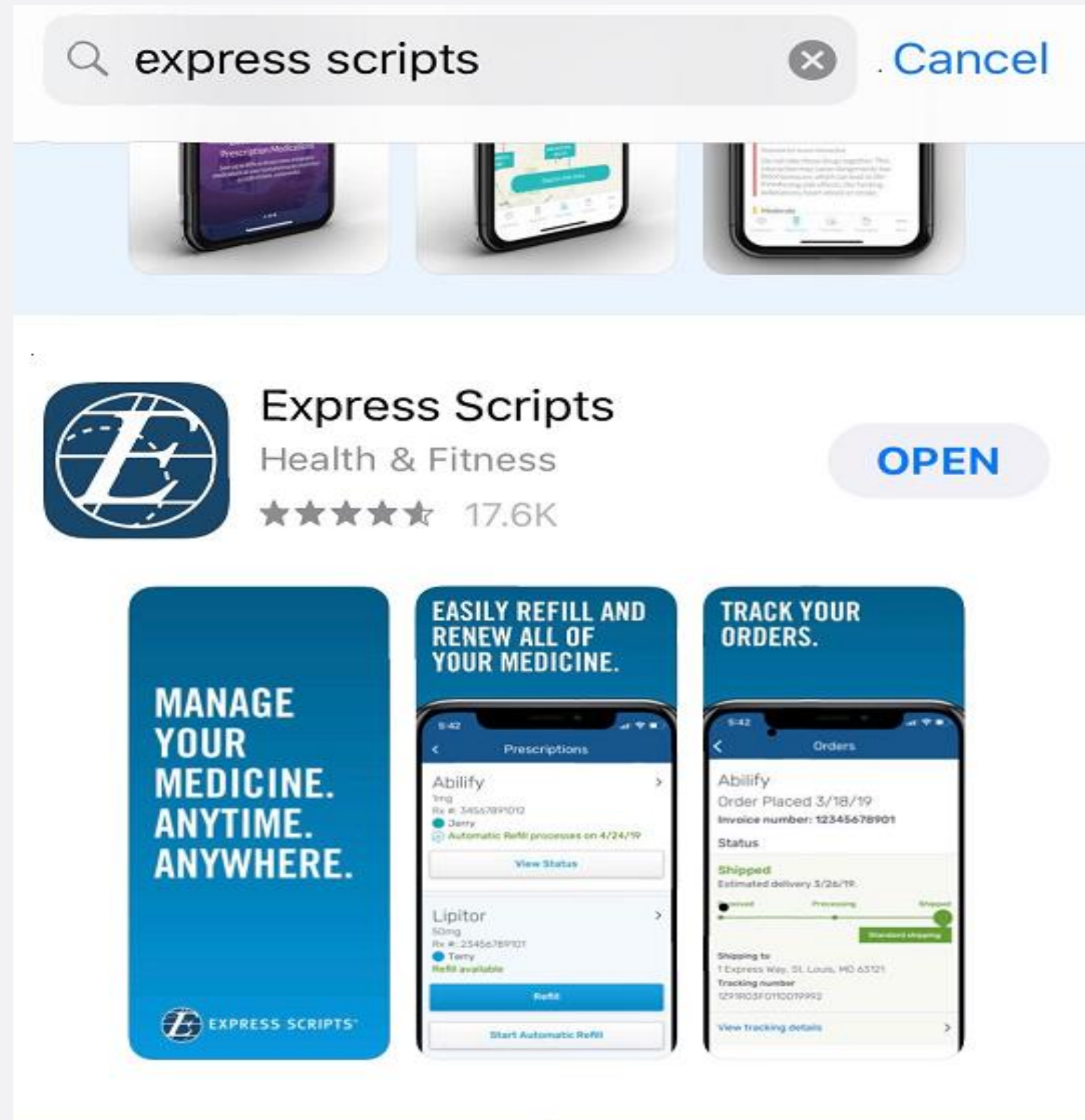
Pharmacists and clinicians to help you live better.

[Learn more about Express Scripts](#)

Member Shortcuts [Order Status](#) [Pay a Bill](#) [Refill an Rx](#)

Looking for one of our other sites or partners?
[TRICARE Beneficiary](#)
[Corporate Site](#)
[Express Scripts Medicare \(PDP\)](#)
accredo
Inside Rx.

MOBILE APP : **express scripts mobile app**



WEBSITE: www.mhconsultants.com/northeastcarpentersfunds *Behavioral Health Benefits for the Northeast Carpenters Funds. Contact MHC with any website questions.*



Get Help Now

Why Choose MHC ▾ Services ▾ For Patients ▾ For Providers ▾ Contact Us ▾

Effective October 1, 2017, all mental health and substance abuse treatment services for the Northeast Carpenters Funds (Upstate & Downstate New York) will be administered by MHC.



For Patients

If you have been seeing an outpatient provider through your current benefit plan, please complete the online [Patient Registration Form](#) so we can begin the process of transitioning your current therapist into our network.



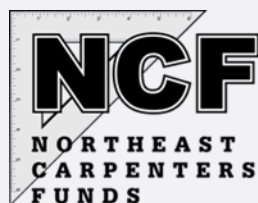
For Providers

If you have been providing traditional outpatient services to members or dependents of the Northeast Carpenters Funds through the current network (NJ Carpenters, Excellus BC/BS, Empire BC/BS, Lifetime Benefit Solutions) we would like to invite you to join our provider network so you can continue seeing your current patients without any benefit interruption as well as continue to receive future referrals.

If you are interested in becoming a participating provider in the MHC PPN, please click [here](#) for more information and to apply online. Our credentialing process is simple and your application will be processed quickly.

If you do not wish to join the MHC network and receive future referrals, we will offer a Single Case Agreement (SCA) for your current patient(s).

Northeast Carpenters Fund members are being notified of these changes and



[Patient Registration Form](#)

QUESTIONS:

