

HEALTH FUND HAPPENINGS



North Central States Regional Council of Carpenters' Health Fund

Welcome to Health Fund Happenings!!

Welcome to your quarterly Health Fund Happenings Newsletter. Each issue will contain important information related to benefits offered to you and your dependents, programs available, and additional announcements provided by the Health Fund.

For complete Plan information, please reference your Summary Plan Description/Plan Document, Health Fund Notices, scan the QR Code below, or visit the Health Fund website at: www.ncscbf.com.



What's Happening?

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PREVENTIVE AND PRIMARY CARE PHYSICIAN INITIATIVE

Seeing a doctor each year for a preventive exam is one of the best things you can do to keep tabs on your health. In the interest of connecting participants and their families with high quality preventive health care services, the North Central States Regional Council of Carpenters Health Fund is partnering with your employee assistance program, TEAM Wellness, to give you helpful resources to find a primary care physician in your area. The Trustees believe this initiative to connect members with primary care providers and promote preventive screenings will result in a healthier population and fewer services related to developing chronic conditions.

If our billing records do not show that you have recently visited a primary care provider, TEAM's Care Coordinators will be reaching out by phone to assist you in understanding preventative health exams and help get you scheduled for your yearly physical exam.

As a reminder, TEAM offers you and your family members a full array of free Employee Assistance Program (EAP) resources as part of your benefits plan including short-term counseling services in person or via telehealth. TEAM also offers Patient Advocacy services to help you and your covered dependents with just about any healthcare need. TEAM's Registered Nurses and Nutrition Specialists will help you find providers and navigate the health care system. TEAM will advocate for you through your health journey, whether it be a complex medical condition or to simply improve or maintain your health and wellness. Start with TEAM to tackle life stresses head on.

Call TEAM at 800-634-7710 or visit www.startwithteam.com to request an appointment or for more information.

TELADOC HEALTH



In need of a quick appointment for a minor health ailment? Teladoc Health® is the Health Fund's Preferred Provider Online Physician Visit Program. You and your covered Dependents can consult with a U.S. board-certified doctor or nurse practitioner 24/7 through Teladoc Health® in lieu of an in-person visit. You can use Teladoc Health® for common health conditions such as:

- flu
- colds
- fever
- rashes
- infections
- allergies
- stress
- family health questions



Whether you use a mobile device or a computer with a webcam, you can have face-to-face consultations without the need for appointments, driving, or waiting at an urgent care center. While not intended to replace your primary care physician, Teladoc Health® serves as a convenient alternative when your regular doctor is unavailable.

To get started, download the app from the App Store® or Google Play™, or visit teladochealth.com for more information.



Eligibility Requirements Change Effective November 1, 2025

The North Central States Regional Council of Carpenters' Health Fund will be changing the way you become and remain eligible in the Health Fund effective November 1, 2025. Beginning in November, your eligibility will be determined by the dollar amount of contributions made to the Fund on your behalf to an individually tracked Dollar Bank.

Keep a close eye on the mail for more information on the Dollar Bank transition and opportunities to learn more about how this change impacts you.



Download our mobile app.

An easy way to get reimbursed, upload documents, and scan items for eligibility on the go.

[Download now](#)

Are You Saving Your Statements for HRA Claims?

Remember! Some WEX card HRA claims will still need to be substantiated after the transaction. Be sure to save your Explanation of Benefits (EOB) or itemized statements when an EOB is not issued, such as prescription drugs or vision hardware, whenever you use your WEX card.

It is very important to provide any outstanding documentation required for your WEX card HRA claims before the end of the year in order to avoid a tax liability. WEX offers a mobile app (Benefits by WEX) to help you manage your HRA benefits. On the app you are able to file a claim and take or upload a picture of your supporting documents for a new or existing claim.



Independence Administrators Preferred Provider Network



REMINDER - Independence Administrators (IA Preferred Provider Network)

Effective January 1, 2025, the preferred provider network for your North Central States Regional Council of Carpenters' Health Fund coverage transitioned from Anthem Blue Cross Blue Shield to Independence Administrators (IA), a Blue Cross/Blue Shield Affiliate. Be sure to present your new ID card with a new Identification Number and IA contact information to your medical provider.

For help with ID cards, billing, medical claims, and inpatient pre-certification, call IA at 1-833-242-3330. Please see the Health Fund Resources and Contact Information section for details on who to call with any question you may have.

HEALTH FUND RESOURCES AND CONTACT INFORMATION

Health Fund Eligibility, Self-Payments and COBRA	Fund Office (Wilson-McShane)	715-835-3174 800-424-3405 (toll-free)
Death & Accidental Dismemberment Claims, Health Reimbursement Arrangement (HRA), Short Term Disability Claims	Fund Office (Wilson-McShane)	715-835-3174 800-424-3405 (toll-free)
Medical Claims & Billing, Inpatient Pre-Certification, Provider Network Status, Hearing Claims	Independence Administrators (IA)	833-242-3330 (toll-free)
Pharmacy Claims & Network	Express Scripts	800-939-3753 (toll-free)
Medicare Retiree Claims & Network	RetireeFirst	715-280-8147 855-267-6100 (toll-free)
Vision Claims	BlueView/EyeMed	866-723-0515 (toll-free)
Dental Claims	Delta Dental of WI	800-236-3712 (toll-free)
Dental Claims	CarePlus Dental	414-771-1711
Patient Advocacy & Large Case Management	TEAM	800-634-7710 (toll-free)
Physical Therapy Program	Sword	888-492-1860 (toll-free)

