

VISION BENEFIT ENHANCEMENTS

For Active & Optional Retiree Classes

Effective January 1, 2025, the \$350 vision benefit allowance for frames & lenses for each Eligible Person increases to \$450 every two calendar years.

For Active Employees Only

Effective January 1, 2025, the \$100 safety vision care benefit allowance for each Active Employee increases to \$250 every two calendar years.

TELADOC HEALTH

Effective January 1, 2025, Teladoc Health replaces LiveHealth Online as the Health Fund's Preferred Provider Online Physician Visit Program. You and your 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.



UPCOMING EVENTS

Benefit Conferences scheduled for March 22 and October 2025

The Benefit Fund is taking registrations for the March 22, 2025 benefit conference scheduled at the Oshkosh Marriott Waterfront Hotel and Convention Center, 1 North Main Street, Oshkosh, WI 54901. You can register via e-mail at ncc-pension@wilson-mcshane.com or by phone at 1-800-424-3405.

When you register, please provide the following information: Name, Address, Local Union number, Phone number, Date of Birth, Spouse's Name, and Date of Birth.

Please keep an eye out for more information for the October 2025 event in Duluth, MN.



Employee Assistance and Patient Advocacy Program

The Fund partners with TEAM to provide all Plan participants with patient advocacy support and access to an employee assistance program.

Patient Advocacy

TEAM provides patient advocacy services by helping you:

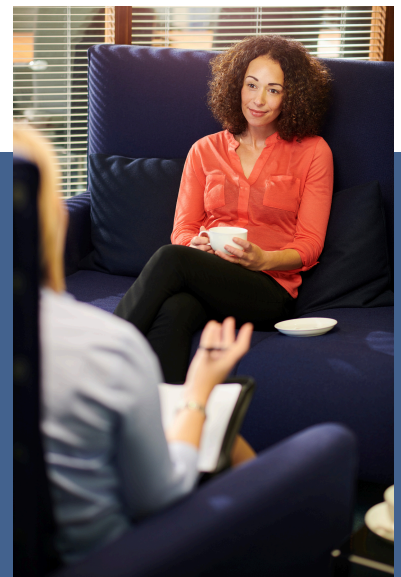
- ▶ Understand your medical conditions
- ▶ Find high-quality health care providers
- ▶ Understand treatment options
- ▶ Coordinate care for medical diagnoses and orthopedic conditions, presurgical and postsurgical
- ▶ Plan nutritious meals and manage weight
- ▶ Schedule second opinions
- ▶ Coordinate referrals

Employee Assistance Program

Through TEAM, you can access short-term phone, video, or in-person counseling sessions that are free to you and eligible dependents to help you solve many personal problems and workplace issues, such as:

- ▶ Alcohol and drug addiction
- ▶ Depression and anxiety
- ▶ Behavioral concerns
- ▶ Relationship challenges
- ▶ Family and parenting issues
- ▶ Grief and loss
- ▶ Stress management
- ▶ Job-related difficulties
- ▶ Legal and financial problems

All TEAM services are sponsored by the Fund, free to you, and completely confidential. Get connected to 24/7 assistance. Call **1-800-634-7710** or visit startwithteam.com.



The holidays can be a difficult time of year. TEAM is here to help!



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.

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), Hearing Claims, 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	Independence Administrators (IA)	833-242-3330 (toll-free)
Pharmacy Claims & Network	Express Scripts	800-939-2753 (toll-free)
Medicare Retiree Claims & Network	RetireeFirst	715-280-8147 855-267-61003 (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	888-492-18600 (toll-free)

