



4th District IBEW Health Fund

MESSAGE FROM THE TRUSTEES

The Fund is committed to ensuring your benefits continue to support you and your loved ones during the coronavirus (COVID-19) health emergency. This includes working with our health care vendors—like the medical and pharmacy plans—to address needs as they arise.

We encourage you to follow all local, state and national COVID-19 regulations, and the advice and practical tips offered by medical professionals.

Important Reminders about Your Benefits

Medical Benefits

The Plan covers preventive care at 100% when you go to an in-network provider. If you have been in close contact with someone with COVID-19 or you are a resident in a community where there is ongoing spread of COVID-19 and develop symptoms of COVID-19, call your doctor. You can also use the Fund's telehealth service—LiveHealth Online—for a consultation without leaving your home. Your provider will decide whether you need to be tested and, as the tests become more readily available, it is covered 100%. Keep in mind, there is no treatment for COVID-19 and people who are mildly ill may be able to isolate and care for themselves at home.

Sign up at livehealthonline.com and, if using a smartphone, download the app. You'll need the Subscriber ID number (including the three-letter prefix) that is printed on your medical plan ID card.

Prescription Drug Benefits

Use Sav-Rx's mail-order pharmacy to save yourself a trip to the pharmacy. If you haven't already, you may also want to download the Sav-Rx app to order refills, track a mail order delivery, and check on a prescription order status.

Search "Sav-Rx" in the App Store (Apple) or on Google Play (Android) to download the app today.

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Member Assistance Program

The Fund recognizes that with so much anxiety about the spread of the COVID-19, our members may need some additional guidance during this time. The Member Assistance Program (MAP) is here to help.

- MAP counselors are available 24 hours a day, seven days a week.
- You and your eligible family members can meet with a MAP counselor for up to five sessions per issue per year, free of charge.

Call 877-627-4239 to speak with a counselor or visit www.guidanceresources.com and enter in the Organization Web ID (MAP_4_IBEW) to register for access to all the online resources.

American Health Holding Case Management

American Health Holding (AHH) is here for you and your family if you find yourself facing a serious illness or injury. AHH case managers are specially trained registered nurses and licensed social workers. They will work closely with you, your family and your providers to ensure you get high-quality, cost-effective care. Your case manager can help you understand your treatment and the options for your care.

Call AHH at 800-641-3224 to determine if you would benefit from case management.

Transition Care & Care Assist Programs

Innovative Healthcare Delivery (IHD) provides a Transition Care Program and a Care Assist Program for participants who are scheduled for an outpatient procedure or have been admitted to the hospital. These services can help you navigate the health care system and stay healthy to avoid hospital readmission.

Call IHD at 800-554-0281 for assistance with these services.

Questions About Your Benefits?

During this period of reduced social contact, please do not visit the Fund Office. Instead, call us at 304-525-0331 or 888-466-9094.