

Frequently Asked Benefit Questions

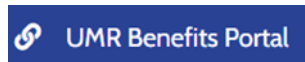
How can I see my benefits online?

There are now 2 websites for viewing benefits.

1. At www.UMR.com you can view your Health Insurance benefits including filing a claim, viewing EOB's, checking claims history, and accessing your WRA account.

The included flyer provides instructions for registering and accessing your new UMR Health Insurance account.

2. The UMR Member Portal can be accessed from Local 150 website Benefits page at <https://ibew150.org/benefits/> and clicking on the UMR Benefits Portal button.



A Portal Guide can be found directly below the button to assist you in accessing your account.

On the Benefits Portal, you can access and track your Work History and view hours worked, gross wages earned, and contributions to Pension, Annuity, Vacation, HW, and WRA.

COMING SOON You can also utilize the Pension Balance Tool to be able to view pension checks, view your pension balance, and estimate your future pension benefit.

What number should I call for questions on my benefits?

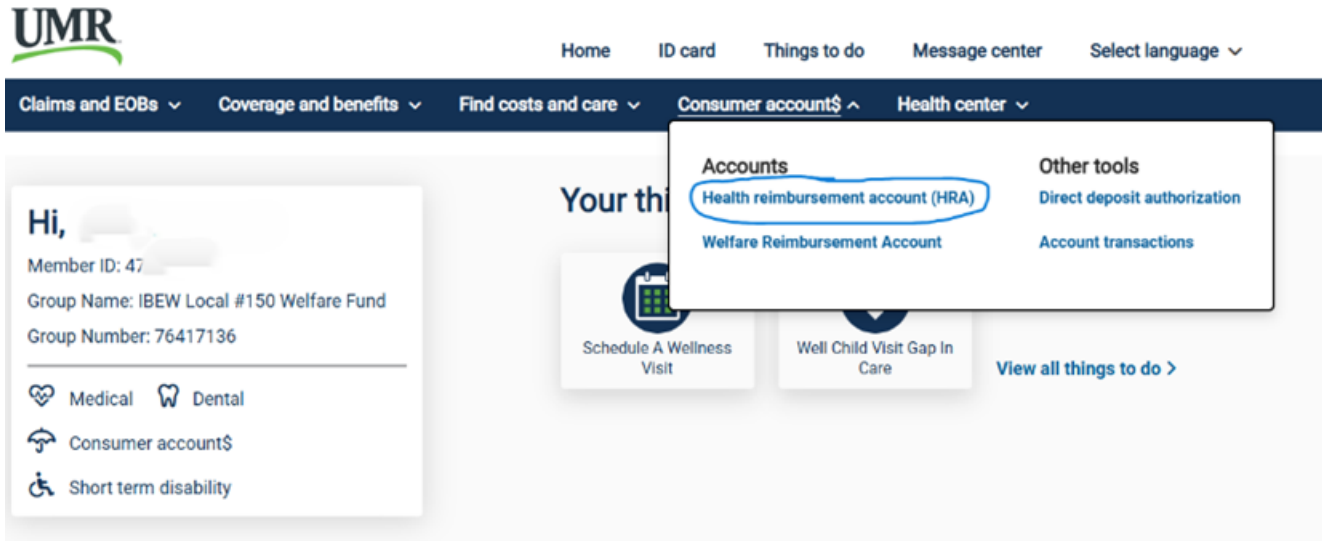
There are 2 phone numbers for benefits questions.

1. For Health Insurance Claims Administration contact 1-800-826-9781. This contact number is for all services including details about medical, dental, and vision coverage – checking the status of a claim or resolving issues with a denied or delayed claim – confirm payment of deductibles, copays, or coinsurance – or assistance with navigating the plans website or online benefits portal
2. For Fund Administration contact 1-888-999-7741. This contact number is for all services and questions regarding Pension, Supplemental Pension, Vacation, and Eligibility and Enrollment for benefits – updating personal information (address, phone number, dependent & beneficiary information, etc..) – verifying employer contributions – and self-pay questions.

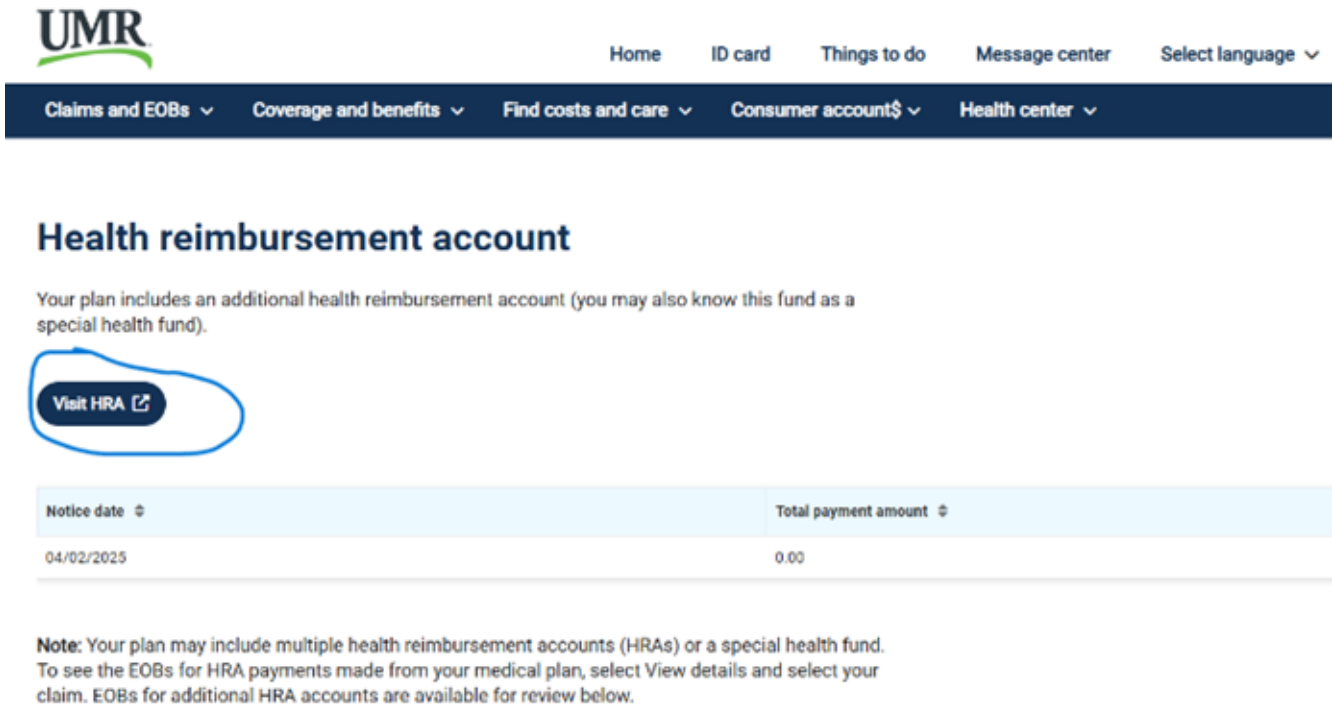
How do I access my WRA account online?

After you have registered your UMR Health Insurance Account you can access your WRA account by following these instructions.

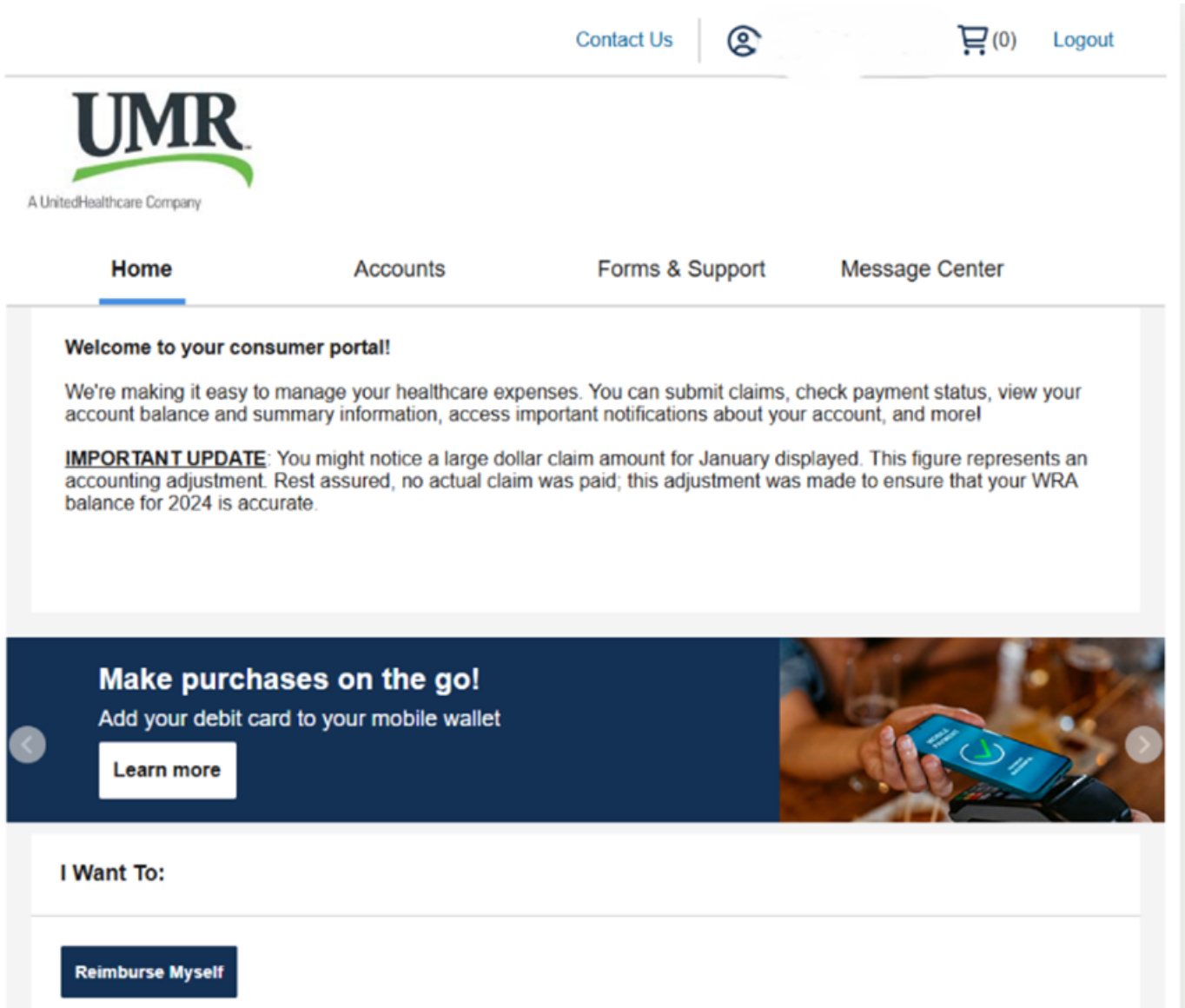
Step 1 – Hover over the Consumer Accounts and click “Health reimbursement account (HRA)”.



Step 2 – Click on “Visit HRA”, this will direct you to your WRA account



Step 3 – Below is what you will see once you are in the WRA account.



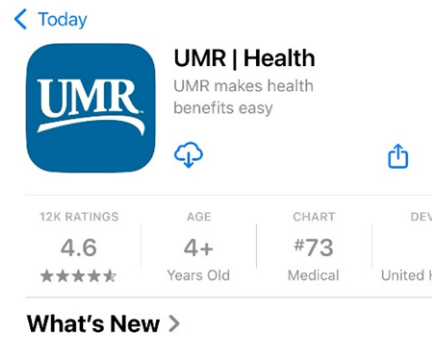
Is there a UMR app I can download on my phone?

Yes, you can download the UMR app by simply scanning the QR code or going to your app store and searching UMR Health. You can access your digital insurance ID cards, find providers, view claims, or chat with UMR member support.

Scan the code



The app will look like this



Who do I contact for prescription drug questions?

For all questions regarding prescription drug coverage, you need to contact our Pharmacy Benefit Manager, Sav-Rx, at 1-866-233-4239.

You can also access your prescription drug history online by registering at www.savrx.com.

Who should I call with questions as a Medicare eligible retiree on the Local 150 MAPD Plan?

For Medicare retirees on the Local 150 Medicare Advantage w/ Prescription Drug (MAPD) PPO Plan through Humana, all calls should be made to the dedicated team at Retiree First at 847-348-0222.