

YOUR BENEFITS HAVE A NEW LOOK

Easier and Faster!!!



December 2011

Dear Members:

EASIER AND FASTER!

On behalf of the Trustees of the Operating Engineers Local 955 Health and Welfare Plan, we would like to take this opportunity to provide you with an update regarding your health and dental benefits. Submitting and processing your claims is going to get easier and faster in 2012.

As of January 1, 2012 all health and dental claims will be processed on the ClaimSecure system, which is the current system that processes and pays all your prescription drug claims via the drug card you and your family use.

WHO IS CLAIMSECURE?

ClaimSecure is the current system we use for your prescription drug claims (via your personal drug card). ClaimSecure is a Canadian-owned Service provider of technology based health claims management.

PAY DIRECT SUBMISSIONS

You will now have the opportunity to have all your health and dental payments made by Direct Deposit straight into your bank account almost immediately. (Attached is information regarding Direct Deposit).

Dental offices will now be able to electronically submit your claims for processing to ClaimSecure and a payment made to you almost immediately if you have Direct Deposit or a payment made to your dentist, depending on your dental office. When you go to your dentist, show them your identification card and your claims will go to the ClaimSecure system automatically if the dental office has the ability to electronically submit claims. You will still have the option to submit the claim directly to ClaimSecure yourself if you choose to do so.

Payment for medical claims (vision, physio, etc) can also be deposited immediately into your account after being submitted to ClaimSecure, or you can **submit them online** yourself for immediate adjudication and payment the following day. The following is the website for ClaimSecure:

www.claimsecure.com (Attached is information regarding online claim submissions).

MAILING ADDRESS

The mailing address for all claim/receipt submissions as of January 1, 2012 is:

ClaimSecure Inc
PO Box 6500 Station A
Sudbury, Ontario
P3A 5N5

ePROFILE

As of January 1, 2012, going forward you will also have the ability to access your personal claims history online with ClaimSecure by registering with ClaimSecure's free online eProfile service. (Attached is information regarding eProfile).

2011 CLAIMS

Please submit all 2011 claims to the Trust office in Edmonton for processing and payment to ensure a smooth transition to the ClaimSecure system.

Please note individual claims history prior up to December 31, 2011 will be provided to ClaimSecure for benefits paid by the Trust office up to that date.

QUESTIONS

All future inquiries with regard to your claims should continue to be directed to the Trust office. Plus, if you have any questions with regard to the changes noted above, please contact the Trust office at 780-483-9550 or 1-800-222-6410

ClaimsSecure's website is **www.claimsecure.com**. A link to ClaimSecure will be available on the IUOE 955 website.