

If you have questions about a claim, please contact the appropriate claims administrators:

# OHIO LABORERS Benefits

## Medical Claims



### **Anthem Blue Cross Blue Shield**

Member Services: 855-878-0128

24/7 Nurseline: 888-249-3820

Precertification: 866-776-4793

Coverage while traveling: 800-810-2583

Emergency international coverage: 800-673-1177

## Prescription Claims



### **Anthem-CarelonRx**

Phone: 844-993-4314

Home Delivery: 833-236-6196

Home Delivery (fax): 800-378-0323

## Vision Claims



National Vision Administrators, L.L.C.

### **National Vision Administrators (NVA)**

Phone: 800-672-7723

## Hearing Aid Claims



### **EPIC Hearing**

Phone: 866-956-5400

# Congratulations!

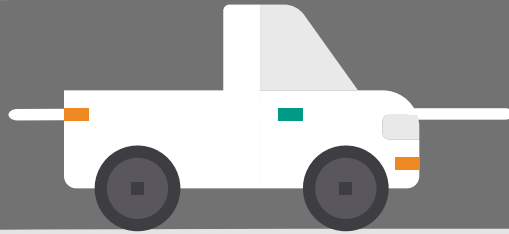
You recently became eligible for insurance coverage with the Ohio Laborers' District Council - Ohio Contractors' Association (OLDC-OCA) Insurance Fund.

To get the most out of your Ohio Laborers Insurance, review the inside of this document for highlights of some of the great benefits and tools available to you and your family. For additional information, please refer to the enclosed Insurance Summary Plan Description (SPD) or visit us at [www.ohiolaborers.com](http://www.ohiolaborers.com).

If you have questions about your benefits, the friendly staff at Ohio Laborers Benefits is just a call away: **1-800-236-6437**.

In addition to this packet, you will soon receive insurance ID cards from Anthem (medical/prescription) and NVA (vision). ID cards not needed for EPIC Hearing.

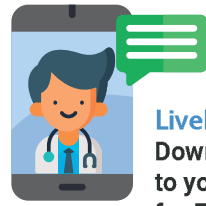
# ROAD MAP TO YOUR ELIGIBILITY & BENEFITS



01



**Complete Enrollment Card**  
Completing the attached enrollment card is the first step you take upon becoming eligible for insurance with Ohio Laborers. In addition to giving Ohio Laborers Benefits your contact information, you can add dependents to your insurance coverage and name your beneficiaries with this card. (Please refer to page 35 of the SPD to see what other documents are needed for enrolling dependents and make sure you keep your beneficiaries updated if your family changes.)



02

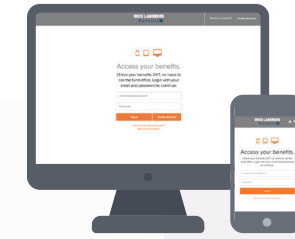
**LiveHealth Online**  
Download the LiveHealth Online app to your mobile device and see a doctor for FREE. With LiveHealth Online, you have a doctor by your side 24/7. You can speak with a doctor face-to-face through your mobile device or a computer with a webcam. No appointment, no driving, and no waiting rooms full of sick people. Use LiveHealth Online for common health concerns like the flu, colds, fevers, rashes, infections, and allergies. You will need your ID# from your Anthem card to register.

03

**MemberXG**  
Taking ownership of your benefits is important for many members. Go to [ohiolaborers.com](http://ohiolaborers.com) and click the MemberXG login button to register.

With MemberXG, you have secured access to:

- Track your insurance eligibility
- View your work history
- See your pension hours
- Change your address
- Submit Forms
- Upload Documents
- And more...



04



**Maintain Insurance Coverage**  
If you work enough hours, you and your dependents will remain eligible for insurance benefits at no cost. The more hours you work, the longer your eligibility could be extended. (Please refer to pages 18-25 of the SPD to see how your insurance eligibility is calculated.)

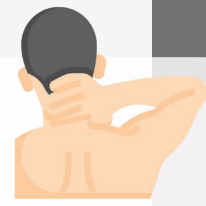


**Short Term Disability** If you get sick or injured, you may be eligible for \$400/week for up to 26 weeks. (Please refer to pages 89-91 of the SPD for details.)



06

**Sword Health**  
Sword Health offers eligible Ohio Laborers a modern, at-home approach to physical therapy and pain management. Through its digital programs — Thrive for chronic or recurring pain, Move for acute injuries, and Bloom for women's pelvic health — members receive customized exercise plans, one-on-one guidance from a licensed physical therapist, and easy-to-use technology that tracks progress. Sword helps members recover faster, build strength, and reduce pain — all from the comfort of home.



05



**Free Smoking Cessation**  
If you or your eligible dependent(s) want to quit smoking, you can get both over-the-counter and prescription smoking cessation medication through your prescription drug benefit. Simply get a prescription from your doctor and get it filled at no cost to you.

07



**Anthem Employee Assistance Program**  
Anthem's EAP provides immediate, confidential access to information, referrals, and crisis assistance for members and their dependents 24 hours a day, seven days a week. Call 800-865-1044 or visit [anthemEAP.com](http://anthemEAP.com) and enter Ohio Laborers to log in. Everything you share is confidential. EAP is here to make sure you and your household members have the support you need for emotional well-being.

08

**Sydney Health App**  
Sydney Health makes it easy to find doctors near you, get important information about benefits and claims, track your progress toward health goals, check costs, and more. You can even get your member ID card right from Sydney. The app is available for both Apple and Android phones. Download the free Sydney Health app for your device.



If you move, update your address with us by phone, in writing, or through MemberXG.

\*Receipt of this packet does not guarantee current or future coverage with the Insurance Fund. Please refer to MemberXG to view eligibility.

Follow us on social media!  
Receive updates and information on these platforms.

