



# TEAMSTERS TRUST BENEFITS INSIDER

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## New Teladoc Service Offers Immediate Care

As of April 1, the Washington Teamsters Welfare Trust began offering Teladoc—an innovative new service that helps participants receive immediate care.

Teladoc offers secure, on-demand, around-the-clock access to board-certified physicians who can resolve common medical issues over the phone or video chat. This service is available to all Trust Medical Plan participants and covered family members at no cost. Any medications, treatments or tests you may need following your free phone or video chat consultation, are subject to your regular plan benefits, for which you could have some out-of-pocket costs.

### **Whole-Person Care. Anytime. Anywhere.**

While there's no replacement for the care you receive from your regular doctor, Teladoc physicians can diagnose certain conditions, recommend treatment and prescribe medications (when appropriate) for many common medical issues, such as colds and flus, allergies, ear infections or sinus problems. For more complex concerns, you will need to visit your regular care team, or the emergency room if the issue is life-threatening.

Your Teladoc doctor will discuss your medical issue with you, just like an in-person visit, and recommend the right treatment for your health concern. If a prescription is necessary, it will be electronically sent to your pharmacy, where you can pay for it and pick it up as usual.

### **Here's how it works:**

#### **STEP 1 SET UP YOUR ACCOUNT ONLINE.**

Having your account set up before you use Teladoc for the first time will streamline your experience, though you do not need to pre-register to use the service. Visit [teladoc.com/premera](http://teladoc.com/premera) and create an account.

#### **STEP 2 COMPLETE YOUR MEDICAL HISTORY.**

Log in to [teladoc.com/premera](http://teladoc.com/premera) and click on the My Medical History tab. You must fill in the required information, or provide it on your first call, before a consult can be requested.

#### **STEP 3 REQUEST A CONSULTATION WHEN AND WHERE YOU NEED ONE.**

You can log in to your account or call **(855) 332-4059** to request either a telephone or video consultation. Phone consultations are available 24 hours a day, 7 days a week. Video consultations are available 7 a.m. to 9 p.m., 7 days a week. You can schedule to receive the call when it works for you – on a lunch break, during a child's nap – or request an immediate call back. The average call-back wait time is 10 minutes.

### **NEED MEDICAL ADVICE?**

If you have a medical question or concern, you're not sure if you need care right away, or would like advice about home treatment, you can always call your **24-hour NurseLine** to speak with a registered Nurse: **(855) 784-4561**.





## Save Money by Staying in Network

When you visit in-network providers, you usually pay less for services, and claims are submitted to your insurance for you. This is because providers who contract to work with a medical plan agree to specific pricing and rules of engagement. This means high quality health care services at lower costs for covered patients.

When you go to a provider who is out-of-network, you are likely to pay more for your care and may even have to file your own claims. Your out-of-pocket costs will be greater, and you are responsible for paying any additional charges that are not agreed upon by the provider and your plan.

### Know Where to Go

Premera Blue Cross (Premera) is the Trust's preferred provider organization (PPO) nationwide. Participants have access to the BlueCard® PPO network of physicians and other healthcare professionals that provide eligible employees and dependents with efficient, cost-effective services and supplies at discounted rates. Although you may see any provider covered by the plan, you receive higher benefits if you use in-network Premera PPO providers.

Find an in-network provider online by visiting the Find A Provider page at [www.wateamsters.com](http://www.wateamsters.com) or by calling Premera at **(800) 810-BLUE (2583)** (be sure to reference your plan prefix TMP.)

### DID YOU KNOW?

The BlueCard® PPO network is one of the largest national networks available. In Washington alone it links together more than 7,800 primary care doctors, 112 hospitals and 31,575 specialists.



## Stay on Top of Medications with Mail Order

Getting to a pharmacy for a refill can be challenging, making it hard to stay on top of medications. With your Trust Medical Plan mail-order prescription benefit, you can be sure you have your medications when you need them.

Besides maintenance medications, Union Center Pharmacy also provides specialty medications for "extra special" care. Union Center's dedicated staff can also help you understand your medication and condition, and assist you with staying on track by reminding you when refills are due.



### Why Use Union Center Pharmacy Mail Order?

- **Cost savings.** When you mail order your medications, your co-pay amount has a maximum and you can usually get a larger supply of medication (up to 100 days).
- **Refills are easy.** You can order refills by phone or mail, or order online 24 hours a day

Visit the Union Center Pharmacy website at [www.kelley-ross.com/union-center/](http://www.kelley-ross.com/union-center/) or call **(800) 441-9174** to get started.



## Support Can Make All the Difference

According to a Twinehealth survey, around 60% of Americans want to have some kind of health coaching available to them, but only 20% have been offered it. Take advantage of these no-cost programs to help you feel your best.

Most people have some health changes they would like to make: lose weight, improve their diet, reduce stress, exercise more or manage an existing condition. For the most part, people usually just wish to feel better. Studies show that having a support team is one of the most important factors in successfully reaching those goals and being in the best health possible.

To give you the support you need, along with resources, guidance and encouragement, the Trust offers several wellness programs that connect all eligible Trust Medical Plan participants to trained health coaches. The no-cost, and confidential programs are offered through Premera and Vivacity—an independent health management service provider of your Trust Medical Plan.

### Lifestyle Management

This personalized phone-coaching program connects you to trained health professionals that help you make positive changes in your life, stay on track and reach your own health goals.

Your Lifestyle Management health coach will help you to make simple changes that can have a big impact on your overall health and wellbeing. Your coach can help you:

- Improve exercise habits
- Make better nutritional choices
- Cope with stress
- Manage your weight

In addition to feeling better, when you

complete three calls with your health coach, you could receive a **\$50 check** just for participating.

If you completed the annual Health Assessment this past fall during the incentive period, a Lifestyle Coach from Vivacity may reach out to you if you qualified for the confidential, no cost program. If you didn't complete your Health Assessment, you may still qualify for Lifestyle Coaching! To find out, visit the Trust's Vivacity site at **wateamsters.vivacity.com**. If it is your first visit, you'll be asked to register and take a Health Assessment to get started.

### Chronic Condition Management

Personal Health Support from Premera Blue Cross, goes beyond other chronic condition management programs. Using a "whole-person" approach Personal Health Support helps participants diagnosed with certain chronic conditions better manage their condition, and ultimately get back on the road to better health.

Personal Health Support covers a large array of health concerns, and helps participants and their families get the right level of support they need for their unique situation. Services are available to all eligible Trust Medical plan participants and are especially valuable to those diagnosed with:

- Diabetes
- Heart Failure



**DID YOU KNOW?**

According to the American Cancer Society, the average smoker gains up to three hours a day just by kicking the tobacco habit.



## Kick the Habit!

We all know the health risks of tobacco, but that doesn't make it any easier to kick the habit. With the right game plan, though, you can break the addiction cycle and join the millions of people who've quit tobacco for good.

If you are a Trust Medical Plan participant or covered dependent 18 years of age and older, you have access to the Quit For Life® Program. You'll receive personalized telephone and online support with a variety of tools to help you get ready, take action and live a tobacco-free life – all at no cost to you.

**Working with your coach will help you:**

- **Quit at Your Own Pace.**  
Quit on your terms, but get the help you need, when you need it.
- **Conquer Your Urges to Smoke.**  
Gain the skills you need to control cravings, urges and situations involving tobacco.
- **Use Medications to Make Quitting Easier.**  
Learn how to supercharge your quit attempt with the proper use of nicotine substitutes or medications.
- **Don't Just Quit, Become a Non-Smoker**  
Once you've stopped using tobacco, learn never again to have that "first" cigarette.

In addition, if you complete three calls with your coach, you could also receive a **\$50 check** just for participating. To join now, visit [www.quitnow.net/WATeamsters](http://www.quitnow.net/WATeamsters) or call **(855) 462-5859**.

- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Asthma

Your support team is made up of trained nurses and other certified health care specialists that will connect you to resources and wellness programs available to you and your family, coordinate care services as needed, and help you stay motivated to live your healthiest life.

When you complete three calls with your support team, you could receive a **\$50 check** just for participating and if you have certain chronic medical conditions, such as diabetes, asthma, or coronary artery disease you may also **qualify for a \$0 prescription drug copay** on qualifying medications for these conditions.

Premera may reach out to you to invite you to this program, but to find out if you qualify for Personal Health Support, call Premera at **(855) 869-6775**.

For more information about these innovative wellness support programs and the incentives for participating please visit [www.wateamsters.com/wellness](http://www.wateamsters.com/wellness)



## Trust Participant Feels Like He's Back on Track

William "Hap" Carpenter, a Washington Teamsters Welfare Trust participant has tried health coaching before. Between decades of managing his type 1 diabetes, onset Rheumatoid Arthritis, and a fractured vertebra that greatly reduced his ability to participate in the activities he enjoyed – he felt he could use some advice managing his health.

"Having these autoimmune diseases is work," said Hap. "In my previous experiences with coaching though, I found that sometimes I was being preached to and the coaches really weren't taking in to account that I see numerous doctors on a regular basis, and didn't need to feel as though I was not taking efforts to care for myself!"

He felt discouraged by this attitude and with his already pressed schedule, decided that it wasn't worth his time. But that changed when he received a call from a Vivacity coach to see if he might be interested in joining the no-cost wellness program.

"I was ready to tell her thanks but I wasn't interested," Hap explained. "But in talking to her I felt that she had a legitimate knack for listening and not being pushy. So I decided that she could call me the next week and I would give it a try."

Hap and his coach quickly fell into easy conversations. "She had great ideas for me to

help with the more non-medical issues such as sadness and a feeling of anxiousness and being overwhelmed."

After getting to know Hap better, his coach suggested that he consider meditation again to manage his stress and depression, as it had been very helpful to him in the past. His coach sent him information on different types of meditation to help him get started. And once he began meditating again, he said he noticed an immediate sense of wellness, right from the start.

In addition, his coach's other suggestions have "helped me put some things into perspective. I feel motivated and optimistic, ready to move forward in life with some very useful techniques. Believe me, I don't feel 'fixed', but I'm on a good track."

Hap says that this coaching program, along with the compassionate nature of his coach, have been totally different than his other experiences with wellness programs. "I have a different look at this wellness program compared to the others I have experienced! You are running a wonderful program!"

### HAVE A STORY TO SHARE?

If you've participated in a wellness program with the Trust and would like to share your experiences, we would love to hear about them! Contact us at [teamsters@vivacity.net](mailto:teamsters@vivacity.net).





2323 Eastlake Ave E  
Seattle WA 98102



THE TAKEAWAY

## My Benefits: Numbers to Know

<b>Washington Teamsters Welfare Trust</b>	(800) 458-3053	<a href="http://www.wateamsters.com">www.wateamsters.com</a>
<b>Premera Blue Cross provider organization (PPO) network</b>	(800) 810-BLUE	<a href="https://premera.vitalschoice.com/">https://premera.vitalschoice.com/</a>
<b>Prescription drug benefits</b>	(800) 788-2949	<a href="http://www.medimpact.com">www.medimpact.com</a>
<b>Mail order prescription drug claims and refills</b>	(800) 441-9174	<a href="http://www.unioncenterpharmacy.com">www.unioncenterpharmacy.com</a>
<b>Prior Authorization and Hospital Inpatient pre-certification</b>	(855) 784-4561	
<b>24-hour Nurse Line</b>	(866) 672-7863	
<b>Teladoc</b>	(855) 332-4059	<a href="http://teladoc.com/premera">teladoc.com/premera</a>
<b>Vision claims, benefits, network provider listing</b>	(800) 732-1123	<a href="http://www.nwadmin.com">www.nwadmin.com</a>
<b>Lifestyle Coaching</b>		<a href="http://wateamsters.vivacity.com">wateamsters.vivacity.com</a>
<b>Personal Health Support – Chronic Condition Management</b>	(855) 869-6775	
<b>Obesity treatment and weigh loss programs</b>	(866) 779-4730	<a href="http://www.soundhealthconnects.com">www.soundhealthconnects.com</a>
<b>Member Assistance: GuidanceResources®</b>	(866) 301-0313	<a href="http://www.guidanceresources.com">www.guidanceresources.com</a> using Web ID: WATEAMSTERS
<b>Quit For Life® Program</b>	(855) 462-5859	<a href="http://www.quitnow.net/WATeamsters">www.quitnow.net/WATeamsters</a>