

Trust Fund Office
OCU Health & Welfare Trust
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Date: March 21, 2018

To: All Plan Participants

SPECIAL ANNOUNCEMENT

We are making an important change to enhance the customer service and support for our OCU Health and Welfare Plan. Effective April 1, 2018, Pacific Southwest Administrators (PSWA) will assume the **medical claims administration services** for the OCU Health & Welfare Trust - PPO Plan participants. This is only an administrative change, and will not affect your benefits. However, you will receive a new plan ID# and customer service protocol. Please note the following:

1. There are no changes to your plan of benefits.
2. We will continue to use the Anthem Blue Cross Network of Providers.
3. As part of this transition, **new benefit identification cards are being sent to you.** Your new ID card will have updated information for your health care provider to be able to obtain eligibility and benefit information: **Please update your health care provider with your new ID card and plan information.**
4. Beginning April 1, 2018 PSWA will be your point of contact for all customer service inquiries related to your plan, the phone number is (626) 434-2469.

PSWA has been the administrator and partner for the trust since inception. This change will make available more personal customer service support to plan participants.

Note: This change is effective April 1, 2018. For claims inquiries for services prior to January 1, 2018, please continue to contact Anthem Blue Cross at (800) 888-8288.