

THE TRUSTEE

February 2017

We are now six weeks into the reorganization of the Trust. As the plan remains the same, the transition continues as expected. All claims for services prior to January 1 are being adjudicated and paid. There is an extensive process of electronically linking the new claims processor with all of the other claim entities, such as the PPO Networks, labs, and Medicare. The conversion and testing of the system has been completed and claims are being processed. If your provider has not yet received payment, assure them that it's on its way. There are three (3) PPO Networks for establishing payment and each has to be programmed into the system.

The MagnaCare Network will primarily offer providers in the New York-New Jersey downstate areas. This is especially important for services in New York City. The existing KTF Network (formerly branded as NHA1) remains for active providers for our members. We want the providers whom our members actually use, so it's important that members initially check the MagnaCare Network for their provider and, if they are not there, please inform Trust Compliance at 1-844-KTF-FUND (583-3863). They will be contacted and asked to provide updated information to secure their status in the KTF Network. If you show your new card and your provider states that they don't take MagnaCare and, therefore, won't accept your insurance, have them call the Trust number on the card. And, when providers are not available in either the MagnaCare or KTF Networks, members have nationwide access to the MultiPlan Network. When researching MultiPlan, you will find several versions of the plan. The Trust participates in the "Complementary Network."

The new Pharmacy Benefit manager, ProAct, has provided excellent customer service to members. Remember, there will be no penalty for accessing a 30 day supply of a maintenance drug through March 30. This will allow members ample time to set up their mail orders through ProAct. A Member Profile form, available on the web and/or in hard copy, needs to be completed to enroll in mail order. Then, an order form can be submitted, either by the member or by their provider.

CanaRx continues to provide excellent value. Members are reminded to check at: KTFMeds.com for the list of available Brand Name drugs. If your maintenance drug is listed, CanaRx must be used or a penalty of 2X the co-pay will be assessed for regular Brand Names and 20% of the cost up to \$200 for Specialty drugs. There has been a worldwide shortage of some drugs, making them unavailable in a timely fashion. As CanaRx contacts members for refills a month ahead of time, it provides enough time to make alternative arrangements. Alternatives are provided without penalty.

[www. KTFTRUSTFUND.COM](http://www.KTFTRUSTFUND.COM)

The new Trust website provides an extensive resource for answering many member issues. There is a page for Reminders and Updates. All forms are available for

downloading. And, as we re-register providers, they will all be listed. It's an ongoing process, but will provide members with a directory of providers in the KTF PPO Network. Sometimes, there are questions where the website doesn't suffice. Here are a few that have come into the Trust Office:

Q.- "If I have to file for reimbursement of a claim I paid, where do I send the form?"

A.- All reimbursement forms should be sent to Syntonic. Their address is on your card. Syntonic has received mailings addressed to MagnaCare, but to their address. Luckily, the USPS delivered.

Q.- "I have a MagnaCare question. Who do I contact?"

A.- Do not contact MagnaCare as they are a provider of services for the Trust and do not have assigned customer services. Call Kathy at the Trust Office, [845-338-5422](tel:845-338-5422).

Q.- "Do I need to complete a form to register my student as Out of Area?"

A.- No. All you need is to send documentation of college attendance to Kathy at the Trust Office. The email is: Kathy@ktftrustfund.com.

Q.- "When will cards be provided for spouse and dependents?"

A.- MagnaCare provided the initial cards so that all information could be reviewed and, if necessary, corrected. After the first quarter of this year, a census will be completed. At that time, we hope to print and distribute spouse and dependent cards.

Change is difficult and the objective is to stay ahead of the curve so as to limit all future changes.

IN MEMORIUM: Linda Bertone