

THE TRUSTEE

March 2017
ON OUR WAY!

When the Trust hired a new claim's administrator, Syntonic, it required the electronic conversion from one type of claim's software to a newer system. A complete file of eligible member claims had to be converted to the new system. In addition, the new system had to be linked to the systems of MagnaCare, MultiPlan, the KTF Network, Pre-Certification, Medicare crossover, and the electronic payor.

Syntonic has tested all facets of the systems since the beginning of the year with small batches of claims. Corrections were made whenever a glitch presented itself so the software would be customized for the Trust claims. As of today, the processing of claims is in full swing and providers and members will be receiving payments soon.

Most providers are understanding and it's appreciated. Some members have providers for whom any explanation is inadequate and that is unfortunate. The Trust has an excellent reputation for timely payment of claims and for an excellent payment schedule.

The payment of run-out claims for procedures before the end of 2016 continues to be processed and they will end with the previous claim company as of the end of March. Any 2016 claims arriving after April 1 will be processed through Syntonic.

The prescription benefit manager, ProAct, has been very helpful in responding to issues. Calls continue to the Trust Office and to the Trust phone number by members who are unaware of any Trust changes, let alone a new pharmacy benefit manager. Many, but not all, are retirees who do not use a computer. At the retiree meeting with the Trust, it was suggested that members might form an "adoption network" to assist members who are not computer savvy. After all, most of us might be there at some point. It would be to make sure those members have all of the up-to-date information. Although *The Trustee* is delivered, it doesn't appear that its read by all and for those who are in facilities, it might never arrive in the member's hand. So, a reach-out network might be beneficial.

The Trust has allowed for the purchase of maintenance drugs at your local pharmacy until March 30, 2017 to provide ample time for members to establish their mail order accounts with ProAct. New prescriptions are needed. All forms for ProAct, including the Patient Profile and the Prescription order are available on the Trust website: www.KTFTrustfund.com. Remember, if you are taking a Brand Name maintenance drug that is available through CanaRx, you are obligated to use CanaRx to avoid any penalty. The list of available CanaRx drugs can be found at the Trust website or at: www.KTFMeds.com.

The original new ID Cards were printed by MagnaCare and, as such, wanted their name prominently displayed on the card. Now, the Trust has purchased an ID Card machine. Soon, as eligibility lists are reconfirmed, we will be able to print and distribute ID Cards for spouses and some dependents.

The procedure for determining the use of a provider is as follows:

Go to MagnaCare.com provider site. If the provider isn't listed, was the provider in the NHA1 branded network? If so, please contact the Trust at: 1-844-583-3863 so we may update their credentials. Lastly, if the provider is not either a MagnaCare or a KTF provider, go to the MultiPlan Complementary site. Quick links to these sites are available on the KTF website.

Student Out of Area status requires only a confirmation of student enrollment for each semester; schedule or payment record. Confirmation for the spring semester was due January 31.

AFFORDABLE CARE ACT

As the ACA appears to evolve to the American Health Care Act, we will monitor it to see if there is any impact on self-funded plans. There is a movement to reel in prescription plans, but there may not be support for the process and any impact could be a long time coming. Overall support may be lacking and all could be delayed.

IN MEMORIUM: Sandra Finch | Paul Edelson