

Alaska United Food and Commercial Workers Trust Funds

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Administered by
Welfare & Pension Administration Service, Inc.

April 17, 2020

**TO: All Eligible Participants of the
Alaska United Food and Commercial Workers Health and Welfare Trust**

RE: Plan Changes as Described Below

This is a Summary of Material Modification describing changes to your health plan adopted by the Board of Trustees. Please be sure that you and your family read it carefully and keep this document with your Summary Plan Description Booklet.

Temporary Changes to Allow Telephonic or Other Virtual Care Visits

Effective March 1, 2020, the underlined portion of the exclusion listed on page 45 under the section Exclusion and Limitations of the Summary Plan Description (Plan booklet) dated June 2017 is temporarily waived until the COVID-19 emergency order is lifted:

- Charges for missed appointments, telephone, internet, or other consultations where a patient is not physically seen by a physician or other covered provider.

The temporary waiver will allow coverage for telephonic or other virtual care visits subject to the annual deductible and coinsurance benefits, as follows:

1. For a real-time interactive telephone or audio/video consultation (telehealth/telemedicine), to be covered, the telehealth/telemedicine consultation must be diagnosis and treatment focused via a live discussion or video exchange with ongoing participation by the patient and the provider throughout the visit.
2. Reimbursed up to the allowed amount, for use of a telemedicine service such as Teladoc (or regional telehealth service) for which member paid out of pocket for services.
3. Reimbursed at 100% of the allowed amount for all telephone or audio/video visits related to COVID-19 visits.

Charges for missed appointments continue to not be covered and are excluded from plan coverage.

Telemedicine Service

The Board of Trustees has added a new benefit for Actives and Non-Medicare Retiree participants starting **April 15, 2020** that provides telephone or video access to a doctor through Aetna's Teladoc program. Teladoc provides 24/7 access to a board certified, licensed family practice doctor or pediatrician via phone or video without leaving your home. Teladoc is not a substitute for a primary care doctor, but can be used to diagnose and treat acute, non-emergent medical issues that may arise such as:

Cold and flu	Bronchitis
Sore throat	UTI
Rashes	Fever
Allergies	Asthma
Headaches	And much more!

(over)

Teladoc doctors can also write short term prescriptions and will send the script electronically to the pharmacy of your choice. After the visit, at your request, the doctor will send electronic chart notes to your primary care doctor.

Visits with Teladoc will be **covered in full** by the Trust with no copay or coinsurance charge to eligible participants and dependents.

You do not need to wait for your Teladoc Welcome Letter arrives to set-up an account with Teladoc and begin using their services. To set up an account, please call (855) 835-2362 or visit their website at Teladoc.com/Aetna.

Step by step instructions for registering on the website – Teladoc.com/Aetna:

- Under ‘Setup your account’, enter your first and last name, date of birth and Aetna Member ID, then click ‘Submit’
- Your member account information will automatically populate the application based on Plan eligibility previously provided to Aetna
- Complete the remaining fields, and click ‘Complete Registration’ to create your Teladoc member account
- Once your account has been successfully created, to add a dependent, first click ‘Visit Homepage’
- From the Homepage, select ‘My Family’ in the top menu
- Then select ‘My Dependents’ from the drop-down menu
- Select ‘Add New Dependent’ on the right-hand side of the screen
- Enter your dependent’s first and last name, Aetna member ID (same as member’s Aetna ID), and date of birth
- The system will verify your dependent’s eligibility
- Complete the form fields, click ‘Add New Dependent’, and repeat this process to add your other dependents. (Note: any dependent age of 18 or over will need to set up their own Teladoc account and create a unique username and password.)

You will receive a “Welcome Letter and more information about the Teladoc benefit from Aetna soon.

If you have questions regarding the changes described in this notice, contact the Administration Office at (800) 478-8329, option 1.

Sincerely,

Board of Trustees
Alaska UFCW Health and Welfare Trust