

Have a question?
Need some help?



Call 1 (800) 527-4613 today!
Benefits Information Center

The purpose of the call center is to speed up phone call processing and reduce wait times for customer service. All of our customer service representatives in BIC have been trained to take care of all calls pertaining to claims, member records and employer accounts.

Questions on pension and annuity are directed to the Pension/Annuity department for handling.

All calls needing customer service are forwarded to the Benefits Information Center (BIC) where the members and/or the providers receive one-stop assistance for all of their benefit questions. In the event that your inquiry cannot be immediately resolved, a customer service request will be initiated on your behalf and forwarded to the appropriate department for handling.

Call us today and we will do our best to help you with your inquiries and questions. Be sure to have your medical ID number or your social security number handy for identification purposes.

If you call the Trust Office and need to leave a voicemail message, please remember to:

Speak slowly and clearly.

Include your name and phone number.

Include the reason for your call.

After the message, please repeat your name and phone number.

My Union Local #

My Union Local Telephone Number

Union Representative

Union Representative

DISCLOSURE:

Any information contained in this brochure does not supersede any of the information contained in your **Summary Plan Description** and should be considered only as a tool for your use. This publication does not contain all of the rules and regulations pertaining to the subject discussed in this publication and are subject to change at any time. For full disclosure of all of the rules and regulations pertaining to any of your benefits, please refer to your **Summary Plan Description** and any accompanying **Rules and Regulations** and then contact the Trust Office with your questions.

3/21/2016

Important Phone Numbers



**Ironworker Employees'
Benefit Corporation**

I.E.B.C.
Administrator for

**California Field Ironworkers
Trust Funds**

Pension Trust • Welfare Plan
Vacation Trust • Annuity Trust
Apprenticeship Training &
Journeyman Retraining Fund
Ironworkers Workers'
Compensation Program (ADR)

131 No. El Molino Avenue
Suite 330
Pasadena, CA 91101-1878

Tel: 626.792.7337
or 1.800.527.4613

Visit us on the web at:
www.ironworkerbenny.com

California Ironworkers Trust Funds
Ironworker Employees' Benefit Corporation
626.792.7337
800.527.4613



Benefit Information Center
800.527.4613 Ext 2155
Ask first to make sure you get the
right information on your benefits.

Pacific Health Alliance (PHA)
"Care Counselor"
855.754.7271



Talk to a Care Counselor before you receive any
non-emergency care to confirm the requirement
for a pre-authorization. [Fee For Service ONLY]

The following services require a pre-authorization
but are not limited to:

All outpatient surgeries, procedures and
treatments performed outside of the doctor's
office.

Diagnostic tests (MRI, CT, PET, X-rays and
ultrasounds).

Prescribed physical therapy visits.

Durable medical equipment in excess of \$500.

Chemotherapy and radiation.

Genetic testing.

**No pre-authorization is required for the following
services:**

Any initial visit to a physician, including an
annual physical exam.

X-rays and ultrasounds when performed during a
regular office visit with your physician and
completed in his office.

Laboratory services performed at an
independent Anthem Blue Cross contracted
facility.

Medical Providers

Fee-For-Service
Medical Eligibility Verification
Available 24 Hours
866.983.4353



Anthem Blue Cross
Hospital Pre -Certification ONLY
800.274.7767

Health Net Medical
800.522.0088 Southern California
800.638.3889 Northern California
800.331.1777 Spanish

Health Plan of Nevada
800.777.1840

Kaiser Permanente
Northern and Southern California
800.464.4000

Pacificare of California (United Healthcare)
Early Retirees 800.624.8822
Secure Horizons by Pacificare 888.457.8506

Secure Horizons by Pacificare
Arizona and Nevada 800.347.8600

Managed Health Network
800.977.7962

Envision Rx Options (Prescriptions)
800.361.4542 Option 2
Call for prescription drug pre-authorization.
Formulary is posted on www.ironworkerbenny.com



Dental Providers

Delta Dental (PPO)
800.765.6003



DeltaCare, USA (DHMO)
800.422.4234

Health Net Dental (DHMO)
866.249.2382

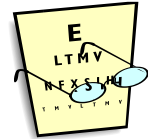
Assurant Employee Benefits (DHMO)
800.733.7879

United Concordia (DHMO)
866.357.3304

Vision Plans

Vision Service Plan (VSP)
800.877.7195

Spectera Vision Plan
800.839.3242



Hearing Aids

EPIC Hearing Health Plan
866.956.5400



Hear USA 800.442.8231

California and Vicinity Field
Iron Workers Annuity Fund
Investment Manager

The Vanguard Group
800.523.1188

