



# Benefits Pipeline

FALL 2019

## Welcome!

The Board of Trustees is pleased to bring you this issue of the **Benefits Pipeline**.

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## News Briefs



- **Need medical care for a non-emergency medical condition?** If so, don't leave home. Video chat with a board-certified doctor on your phone, tablet or computer and get the care that you need. **AmwellforCigna.com (855-667-9722)** and **MDLIVEforCigna.com (888-726-3171)** physicians can provide you with quality medical care. You'll pay the same \$35 copay for a consultation that you would for an in-network doctor's office visit.
- **You Can Always Call the Administrative Office With Questions.** Over the years, the Fund has made several changes to the Plan. The changes were designed to ensure the financial stability of the Fund while enabling your Board of Trustees to provide the best possible benefits to you and your family, given the available resources. If you ever have any questions about the Plan and/or the benefits available to you, review your Summary Plan Description (SPD) or call the Administrative Office at **206-441-7574** or at **800-257-2168**. We're here to help!
- **Your Benefits Information Source: copipeindustryfunds.com.** Visit our website 24 hours a day, 7 days a week and get access to your Summary Plan Description (SPD) and Plan booklets, commonly requested forms, useful highlighted links, notices, newsletters and more.

## A Friendly Reminder About Your Medical Plan Advantage

As you should know, it's in your best interest to receive your medical care from Cigna OAP network providers. The OAP network includes experienced, qualified healthcare professionals who provide their services at discounted rates. This enables you to get quality care AND save money. It's easy to find an in-network provider near you. Simply log onto **www.mycigna.com** or call **800-244-6224**.

Remember, many out-of-network providers engage in the practice of "balance billing," where you are personally billed for the difference between what the Plan pays and what the provider actually charged. You are responsible for paying any billed charges above the Plan's "allowed charge" and those charges will not apply to your out-of-pocket maximum or deductibles. This means you will end up paying more out-of-pocket when you use non-Cigna OAP providers. **Cigna OAP in-network providers offer discounted rates for services and will never balance bill for the services they provide.** That's just one more significant advantage to you going in-network.



## Using Your HRA Card

The Plan is structured to offer you many convenient healthcare options. One of them is your Health Reimbursement Arrangement (HRA) debit card, which makes it easy for you to use the funds in your HRA to pay for eligible healthcare expenses like medical office visit copayments, deductibles, coinsurance, prescription medications, dental charges, and medical expenses that are not otherwise covered under your medical plan.

All you have to do is present the debit card to the vendor at the point-of-service or point-of-sale—and then keep a copy of your receipt in case Cigna needs a copy to verify your purchase. If you use your debit card to cover any dental expenses, get a “Dental Ledger” that outlines all of the services that were provided during your dental visit. You will be required to submit that to Cigna to substantiate the charges.

Some other pointers for you:

- Visit [www.mycigna.com](http://www.mycigna.com) to check the balance of funds in your HRA account before using the card. And be sure to review your claims history. While monies resulting from your purchase are generally paid “automatically” out of your HRA account, be sure there’s enough in your account to pay for your purchase, plus a little more just in case.
- Do not attempt to pay for expenses from previous years with your HRA debit card. You have to pay for them out of your own pocket and then send Cigna a copy of your receipt in order to receive reimbursement from your HRA account.
- In order to be reimbursed for premium payments, you have to have enough available funds in your HRA account.
- Cigna will send you up to three letters asking you for any additional information it needs to substantiate your purchase. You must respond in a timely manner or your card will be deactivated until Cigna receives the requested information. When you respond, be sure to include any and all necessary documents, including receipts and the applicable dental ledger from the dental office if the purchase is for dental services.
- If a retailer can’t accept your HRA debit card, you can submit a claim directly via [www.mycigna.com](http://www.mycigna.com) or through the **mycigna** mobile app. You can also submit a claim and a copy of your printed receipt via mail or fax using the Cigna Choice Fund® Reimbursement Request form found in the “Forms Center” on [www.mycigna.com](http://www.mycigna.com).

## Generic Use Update

*The stats are in. During the period January 1, 2019 through June 30, 2019, our generic drug dispensing rate was 91.5%. This means that of all the prescriptions filled for Plan members during that period, at least 9 of 10 medications dispensed under the Plan were cost-effective, generic drugs, instead of more expensive brand name drugs.*

*While our Plan members’ level of generic drug usage is good, how about we try to surpass the above number. If you’re taking a brand name medication, ask your doctor if it can be substituted with a generic medication. The more we take generics instead of brands, the better.*

*Here’s why:*

- *The generic medication will provide you with the same medicinal effect as the brand name medication.*
- *You’ll pay less out of your pocket for the generic medication.*
- *The Fund will save money, too.*

***It’s a win-win for us all.***

## Do You Hear What We’re Saying?

Don’t take your hearing for granted. Aging and chronic exposure to loud noises can contribute to hearing loss, and other factors like excessive earwax can temporarily reduce how well your ears take in sounds.\* While hearing loss cannot be reversed, you, your doctor or a hearing specialist can take steps to improve what you hear.

The Plan covers 100% of the costs associated with an audiogram (a test for hearing loss) performed by a Cigna OAP in-network provider after you pay a \$35 copay (**No Deductible**), and 60% of the cost of the test if it’s performed by an out-of-network provider (**Deductible applies**). You also have hearing benefits through Cigna’s HearPO® program, which offers you and your family access to more than 1,000 brand-name hearing aids at low prices and 40% off hearing health services. You also get:

- A 60-day trial period with no restocking fees;
- A three-year warranty on hearing aids—covering repairs, loss and damage (some exclusions apply; limited to a one-time claim for loss and damage);
- Two years’ worth of free batteries (160 cells per hearing aid—an approximate \$150 value); and
- One-year of follow-up care.

The HearPO® Program is part of CIGNA’s Healthy Rewards Program. To take advantage of HearPO® discounts, visit [www.mycigna.com](http://www.mycigna.com) or call **888-669-2168**.

\* <https://www.mayoclinic.org>

## Want to Learn More About Your Retirement Plan? Log In To [www.wellsfargo.com](http://www.wellsfargo.com) Today!

As the Board of Trustees of the Colorado Pipe Industry Annuity and Salary Deferral Trust Fund, we recognize that as you move through your career and life, you may need help to build your financial confidence and take on your retirement. That's why we have partnered with Wells Fargo. Once you create an account at [www.wellsfargo.com](http://www.wellsfargo.com) with a valid email address, you can enroll in and receive personalized retirement information that fits your unique needs. The website provides you with tools, information and resources that will help you understand where you stand when it comes to saving for the future, and then guide you to the next best step to improve your retirement security. Online tools like the **Retirement Income Estimator** and **How Do I Compare** help you estimate retirement savings, explore options, and compare your retirement savings to those of your peers.

Wells Fargo can also send you personalized messages with relevant retirement planning information, including age-specific education, videos and more, either via email or your personalized webpage. And throughout the year, you will receive invitations to join webinars and virtual events that cover a variety of financial topics, such as investing, budgeting, Social Security and fraud prevention. The webinars provide education, resources and tools to help you achieve retirement success, and are approximately 30-minutes long and recorded for future playback.

We encourage you to play an active and more engaging role with the retirement benefit offered through the Fund. Call **800-728-3123 (800-SAVE123)** to learn more about your retirement plan and to provide Wells Fargo with your email address or personalized webpage. That way you won't miss out on receiving valuable retirement information.

## Recognizing The Importance Of Retirement Diversification

**If** you want to achieve long-term retirement security, you should give careful consideration to the potential benefits of a well-balanced and diversified investment portfolio. Spreading your assets among different types of investments can help you achieve consistent, favorable returns, while minimizing your overall risk of losing money. This is because market or other economic conditions that cause one category of assets or one particular security to perform very well, often cause another asset category or another particular security to perform poorly.

If you invest more than 20 percent of your retirement savings in any one company or industry, your savings may not be properly diversified. Although diversification and asset allocation do not assure or guarantee better performance and cannot eliminate the risk of investment losses, it is a sound strategy to help you manage investment risk.

In deciding how to invest your retirement savings, you should take into account all of your assets, including any retirement savings you acquire outside of the Plan. No single approach is right for everyone because, among other factors, individuals have different financial goals, different time horizons for meeting their goals, and different tolerances for risk.

The Board of Trustees of the Colorado Pipe Industry Annuity and Salary Deferral Trust Fund has partnered with Wells Fargo so that you have a variety of investment options:

- Individual fund options if you want to build your own portfolio;
- Target Date funds that are designed to provide a diversified mix of investments that automatically rebalance to become more conservative as an individual gets closer to retirement; and
- The "Target My Retirement" solution, which allows you to have Wells Fargo invest and manage your plan account based on personal information you provide.

It is important to periodically review your investment portfolio, your investment objectives and the investment options under the plan to ensure that your retirement savings help meet your retirement goals.

For more information about individual investing and diversification, visit the Department of Labor's website at [dol.gov/agencies/ebsa/laws-and-regulations/laws/pension-protection-act/investing-and-diversification](http://dol.gov/agencies/ebsa/laws-and-regulations/laws/pension-protection-act/investing-and-diversification).

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## The Pipeline To Your Benefits Plan

Important Contact Information	
<b>Administrative Office</b>	206-441-7574 or 800-257-2168 www.copipeindustryfunds.com
<b>Eligibility</b>	800-257-2168, option 4 www.copipeindustryfunds.com
<b>24/7 Customer Service, Claims and Benefits, and Medical Review</b>	800-244-6224 www.mycigna.com
<b>HearPO® Program</b>	888-669-2168 www.mycigna.com
<b>Healthy Rewards Program</b>	800-870-3470 www.mycigna.com
<b>24-Hour Health Information Line</b>	800-564-9286
<b>Telehealth Services</b>	855-667-9722 AmwellforCigna.com 888-726-3171 MDLIVEforCigna.com
<b>Behavioral Health Program/Member Assistance Program</b>	888-325-3978 www.cignabehavioral.com Employer ID: pipeindustrycolorado
<b>Your Health First for Chronic Conditions (Disease Management)</b>	855-246-1873 www.mycigna.com
<b>Dental Program</b>	206-441-7574 or 800-257-2168 www.copipeindustryfunds.com
<b>Prescription Drug Program</b>	800-244-6224 www.mycigna.com
<b>Death/Accidental Death and Dismemberment Benefits and Weekly Accident and Sickness Benefits</b>	206-441-7574 or 800-257-2168 www.copipeindustryfunds.com
<b>Vision Program</b>	800-877-7195 www.vsp.com