



Truck Drivers and Helpers Local Union No. 355 Health and Welfare Fund

1030 S. Dukeland Street • Baltimore, MD 21223-3303

Phone (443) 573-3632 or (866) 621-7974 • Fax (443) 221-4146

www.Teamsters355Benefits.org

March 2024

Subject: Important Announcement – New Administrator Effective April 1, 2024

Dear Participant,

We hope this letter finds you in good health. We are writing to inform you of an important change related to the administration of the Truck Drivers and Helpers Local Union No. 355 Health and Welfare Plan.

Effective April 1, 2024, to enhance the efficiency and quality of services provided to you, our participants, we are changing from Zenith American Solutions to BeneSys, Inc. to administer the Plan. We believe this change will bring about positive improvements to the administration of your health benefits.

The new administrator, BeneSys, has a proven track record in delivering excellent service to health and welfare plans similar to the Plan, and is committed to ensuring a smooth transition. You can expect continued support and enhanced services to meet your needs.

With this change, there are a few important details to note:

1. Contact Information:

Beginning on April 1, please contact BeneSys for any inquiries or assistance related to your health benefits:

1030 S. Dukeland Street
Baltimore, MD 21223-3303

Phone (443) 573-3632 or (866) 621-7974
Fax (443) 221-4146

2. New Medical/Rx ID Card:

You will be receiving a new CareFirst/ExpressScripts ID card for all your medical and prescription benefits. Please continue to use your old ID card until the new ID card arrives. Once you receive the new ID card, please be sure that it is presented to the medical providers, medical facilities, and pharmacy locations that you visit. Additionally, please destroy your existing ID card upon receiving your new ID card.

3. Participant Online Portal:

By the end of May, we expect to have an online portal available for you to access a wide range of information pertaining to your benefits and to the Plan. You will be able to track contributions, eligibility, and claim payments. In addition, you will be able to download your dental ID card, Summary Plan Description, Summaries of Material Modifications, forms, and more.

4. Retiree Premium Payments & COBRA payments:

Regular USPS Mailing Address:

TRUCK DRIVERS AND HELPERS LOCAL #355
PO BOX 830625
PHILADELPHIA PA 19182-0625

Overnight/Courier Address:

PNC BANK
C/O TRUCK DRIVERS AND HELPERS LOCAL #355
LOCKBOX NUMBER 830625
525 FELLOWSHIP RD STE 330
MT LAUREL NJ 08054-3415

What is NOT changing?

Your benefits will remain the same. The Plan will still be using the CareFirst network of providers, and your CareFirst ID number will not change. Retirees, this change will not affect your pension benefit payments.

We understand that changes in administration can raise questions, and we are committed to ensuring a smooth transition for all participants. If you have any concerns or require additional information, please do not hesitate to reach out to the new administrator's member service representative team.

We appreciate your understanding and cooperation during this transition period. Our primary goal is to provide you with the best possible healthcare benefits and services, and we believe the new administrator will contribute to the continued success of the Plan.

Thank you for your attention to this important matter, and we look forward to serving you with the highest level of care and support.

Sincerely,

The Board of Trustees