

HOURS BANK AND MEDICAL REIMBURSEMENT CHANGES, EFFECTIVE MAY 1, 2020



Transition of Claims Processing from the Fund Office to Lifetime Benefit Solutions

Beginning May 1, 2020, reimbursements of medical, vision, and dental expenses as well as reimbursements for Deductibles, Coinsurance, and Chemotherapy/Radiation Copays, are transitioning to Lifetime Benefit Solutions (LBS).

Claim reimbursements will happen weekly, and you will no longer be charged for submitting for more than one reimbursement check per year.

Important Update: Effective May 1, 2020, Submit All Claims Based on Service Date, Not Payment Date

Service Date = Actual date of doctor visit, procedure, prescription pickup, etc.

Payment Date = Date that the medical service is paid

Note: In some cases, the Payment Date may be different from the Service Date.

Submitting Claims for Service Dates May 1, 2019 Through April 30, 2020

Continue submitting claims with Service Dates from May 1, 2019 through April 30, 2020 to the Fund Office with the same documentation required in past years

July 31, 2020 is the new deadline for submitting claims with Service Dates from May 1, 2019 through April 30

No claims submissions will be accepted by the Fund Office after July 31, 2020 regardless of the associated Service Date

Note: Please keep this notice with your Summary Plan Description (SPD), along with other submitted plan notifications.

How to Submit Claims for Service Dates Beginning May 1, 2020

Submit your claims with Service Dates beginning May 1, 2020 by mail or fax to LBS

Claims submissions need to include the new claim form (enclosed) and the same support documentation that has been required by the Fund Office in the past

LBS will process claims reimbursements weekly and will accept copies of documentation rather than originals as required in the past

July 31, 2021 is the new deadline for claims with Service Dates between May 1, 2020 and April 30, 2021

Member questions regarding claims submissions for Service Dates beginning May 1, 2020 should be directed to the LBS Customer Service Department

Lifetime Benefit Solutions Customer Service Team
Phone: 1-800-327-7130
Fax: 1-877-256-7228
Email: LBS.CustomerService@LifetimeBenefitSolutions.com

