

INTRODUCING NATIONAL EMPLOYEE BENEFITS ADMINISTRATORS, INC. (NEBA)

HEALTH CLAIMS PROCESSOR FOR
SHEET METAL WORKERS LOCAL UNION NO. 20
WELFARE & BENEFIT PLAN
EFFECTIVE JANUARY 1, 2022

NATIONAL EMPLOYEE BENEFITS ADMINISTRATORS, INC.



NEW THIRD PARTY ADMINISTRATOR

DECEMBER 17, 2021

The Board of Trustees of the Sheet Metal Workers Local Union No. 20 Welfare & Benefit Plan is pleased to announce that a new Health Claims Processor has been selected. Effective January 1, 2022, National Employee Benefits Administrators, Inc. (NEBA) will replace Zenith American Solutions (Zenith).

This newsletter is intended to introduce you to NEBA and keep you informed about this upcoming change.

MESSAGE FROM NEBA TO PLAN PARTICIPANTS

On behalf of all of us at NEBA, thank you for the opportunity to be of service. We are excited to welcome you to the NEBA family of clients! Over the past several months, we have been working closely with Zenith and making preparations to efficiently transition health claims processing services to NEBA effective January 1, 2022. We appreciate the hard work you do every day and we pledge to provide quality service that you and your family can count on.

WHAT'S INSIDE THIS NEWSLETTER:
ABOUT NEBA & WHAT TO EXPECT





ABOUT THE UPCOMING CHANGE

IMPORTANT NOTES

As we approach January 1, 2022, there are some important details you should note about the upcoming change from Zenith to NEBA.

Member Service

- All Plan participants will continue to call Zenith through December 31, 2021. **NEBA's member service hotline will be live effective January 3, 2022.**

ID Cards

- Plan Participants will continue to use their existing ID cards through December 31, 2021. **New ID cards will be issued in mid-December for use January 1, 2022 and after.**

Short Term Disability Claims

- Zenith will issue short term disability payments to current claimants through December 31, 2021. **NEBA will issue subsequent short term disability payments.**
- Zenith will process new short term disability claims received through December 17, 2021. **NEBA will process claims received after December 17, 2021 beginning January 3, 2022.**

Medical and HRA Claims

- Zenith will process claims received through December 17, 2021. All remaining unprocessed claims and claims received after December 17, 2021 will be transferred to NEBA. **NEBA will begin processing claims January 3, 2022.**

Dedicated Member Service Hotline for Plan Participants

TOLL FREE - (877) 836-7620
MONDAY - FRIDAY
8 AM - 5 PM EASTERN TIME



We look forward to being of service to you and your family!



ABOUT NEBA

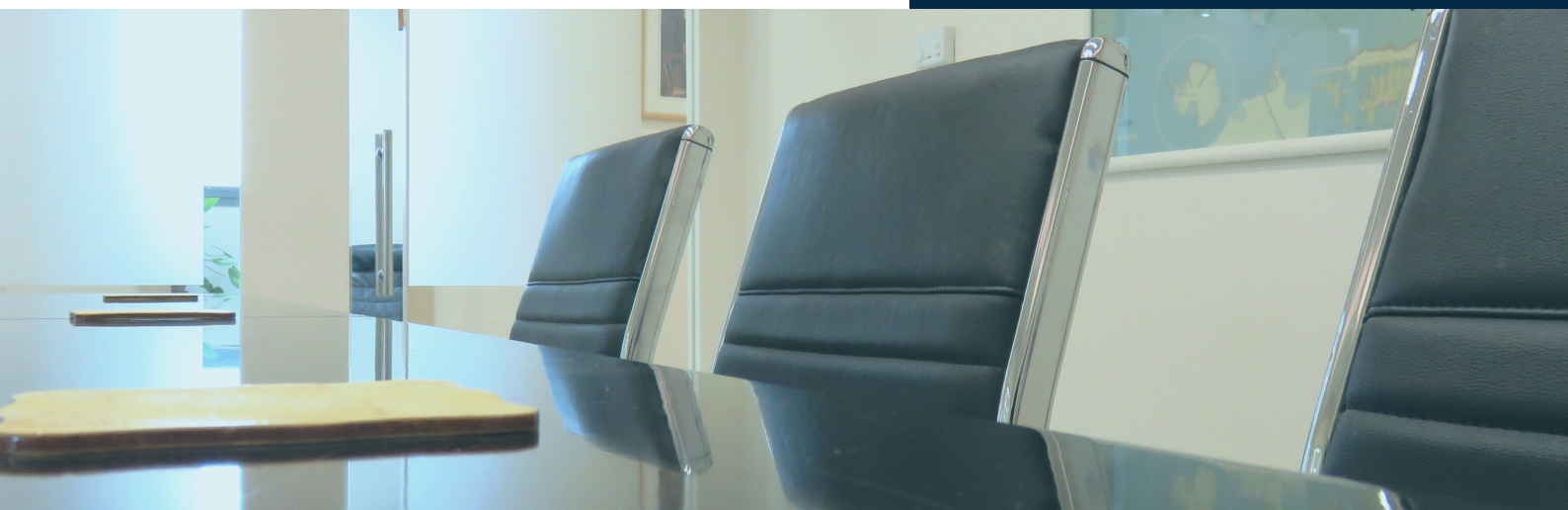
SOME FAST FACTS

- NEBA was established on July 1, 1994
- We are headquartered in Pembroke Pines, Florida, a suburb of Miami
- We are a family-owned business with strong labor roots
- Our employees are covered by a Collective Bargaining Agreement with UFCW Local 1625
- 100% of our clients are Taft-Hartley benefit plans
- We administer benefit plans all around the United States, in a variety of industries and trades
- We love serving the Taft-Hartley community!

Over the course of 2021, the Board of Trustees of the Sheet Metal Workers Local Union No. 20 Welfare & Benefit Plan conducted a diligent search for a Health Claims Processor to replace Zenith effective January 1, 2022.

The Trustees carefully evaluated multiple candidates, reviewing their background, capabilities, service offerings, fees and references.

After evaluating the proposals and conducting interviews, the Trustees selected NEBA.



What does this change mean to me? This means that NEBA will take over all of the day-to-day functions that are currently handled by Zenith.

What do I need to do? There is nothing you need to do. All data and records previously held by Zenith will be transferred from Zenith to NEBA.

Will there be any disruption? We are working hard to minimize any disruption to you; however, there will be a brief period of time when records will be in transit between Zenith and NEBA. During this time, member service will still be available, but claims and HRA processing will be paused.

We thank you for your patience during this time!



NEW MEMBER PORTAL AVAILABLE AFTER JANUARY 1, 2022

MemberXG Portal

Members will have access to NEBA's MemberXG portal which is available on PC, tablet and smartphone.

Features will be made available over the course of several months, beginning January 1, 2022, including:

- Communication Portal
- Plan Documents
- Fillable Forms
- Health Plan Claims History
- Health Plan Deductible and Out of Pocket Maximum Tracker
- Digital Health Plan EOBs
- Short Term Disability Payment Information

Members may visit www.nebainc.com and click on "Member Login" to register, or simply scan the QR code below after 1/1/2022.



Access your benefits.

Check your benefits 24/7, no need to call the fund office. Login with your email and password to continue.

someone@example.com

Password

Log In



Can't access your account?
Non-discrimination

Create new account here.

Thank you for taking the time to read this newsletter and learn about NEBA, the Health Claims Processor for the Sheet Metal Workers Local Union No. 20 Welfare & Benefit Fund effective January 1, 2022





Be on the lookout for new ID cards!! New cards will be mailed to you in the coming days. These new cards will include the updated Member Services number for NEBA!

**Claims Related Questions? Call
NEBA Beginning January 1, 2022.**

**TOLL FREE - (877) 836-7620
MONDAY - FRIDAY
8 AM - 5 PM EASTERN TIME**





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Welfare and Benefit Fund
c/o NEBA, Inc.
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NATIONAL EMPLOYEE BENEFITS ADMINISTRATORS, INC.



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