

**From:** Giles, Karen  
**Sent:** Thursday, October 03, 2013 9:23 AM  
**Subject:** Egyptian Trust REMINDERS  
**Attachments:** Communication Guide 10-13.pdf



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Gotto ([krista.gotto@meritain.com](mailto:krista.gotto@meritain.com)) at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group:

As Open Enrollment ended on September 30, 2013, we want to take this opportunity to remind you of some administrative guidelines.

- **Open Enrollment ended on Monday, September 30, 2013.** On behalf of Egyptian Trust, Meritain will continue to accept your enrollment and/or change forms up until the end of business Friday, October 4, 2013. Please be sure that any forms you send are signed and dated September 30, 2013 or prior. You may continue to send any forms to Krista up until this Friday. After that, please again begin using the Meritain portal ([www.meritain.com](http://www.meritain.com)) for any future enrollments, changes, additions, or terminations.
- **Egyptian Trust allows a maximum of two months of billing adjustments.** Please reconcile your bill upon receipt and be sure to contact Darlene North with any adjustments necessary to your bill. We've found that those who take the time to reconcile their bill after all of the changes have been entered save a lot of time and headaches in future months.
- **ID Cards**
  - **Health Plan** ID cards are issued by the Care Coordinators. Please have employees contact them at 855-452-9997 when they need additional ID cards. Please **DO NOT** request ID cards from the Meritain portal. This function has been disabled since September 1, 2012 and any requests entered on that portal are not monitored. If you have requested ID cards through this function recently you will need to contact the Care Coordinators to request a card.
  - **Dental Plan** ID cards are issued by Delta Dental. Members may request a dental ID card by calling Delta Dental at 800-323-1743 or at [www.deltadentalil.com](http://www.deltadentalil.com). If **YOU** have questions please contact your Account Manager, Deb Ulmer. Your employees should be directed to the Member Services number or the website.
  - **Vision Plan** ID cards are issued by UniView. Members may request a vision ID card by calling UniView at 888-884-8428 or at [www.unicare.com](http://www.unicare.com). If **YOU** have questions please contact your Account Manager, Susan Lehne. Your employee should be

directed to the Member Services number or the website.

- **Communication Guide** – Attached is an updated Communication Guide which is also posted on the secure side of [www.egtrust.org](http://www.egtrust.org). Please refer to this guide when you have questions about who to contact.
- **Newsletters** - The best way we have to communicate information about all the programs offered by the Trust, plan, benefit, or administrative changes is through the quarterly newsletter. We again request that you make it a point to communicate the availability of this document and all other Egyptian Trust related documents to your membership. The best source of information is at the website ([www.egtrust.org](http://www.egtrust.org)) which is regularly updated or to put members in touch with the Care Coordinators at 855-452-9997. The Care Coordinators may also be reached through the Egyptian Trust website ([www.egtrust.org](http://www.egtrust.org)) by clicking on their link on the Home Page.
- **Supplies, Forms, Materials** – The Meritain office in Shiloh houses all of the printed materials for the participating groups. Any time you find you are in need of additional supplies please contact Krista indicating what and how many of an item you will need. We will soon be publishing a more detailed list of the items available (magnets, posters, forms, etc.) on the secure side of [www.egtrust.org](http://www.egtrust.org) and will let you know as soon as it becomes available.

#### **COMING SOON....**

***Each year, you, the Employer, are required to provide the Medicare Part D Notice (Prescription Drug Coverage) to each employee and spouse covered by one of the Egyptian Trust Health Plans. In the next week or so, we will be sending you a separate communication with the applicable documentation and instructions attached. Please keep an eye out for the information so you are in compliance with this required distribution.***

***Should you have any questions about any of the programs offered by the Egyptian Trust, please always feel free to reach out to the designated Account Manager of that program or to me. I will be happy to assist. We also want to hear any of your comments or suggestions in making processes or programs better and look forward to hearing from you. Have a good day.***

Karen L. Giles  
V.P. Client Relations  
Meritain Health

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Shiloh, IL 62221

Please make note of my new direct dial phone number:  
Direct: 618-509-6081  
Toll Free: 866-588-2431 ext. 96185096081  
Fax: 888-525-2799

**Our Values: Integrity, Excellence, Inspiration, Caring**