



UFCW LOCAL 1000 OKLAHOMA
HEALTH AND WELFARE PLAN "CARE-1000"
C/O NATIONAL EMPLOYEE BENEFITS ADMINISTRATORS, INC.
2010 N.W. 150TH AVENUE, SUITE 100 • PEMBROKE PINES, FL 33028
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Date: May 22, 2020
To: All Eligible Participants
From: Board of Trustees
Re: Healthcare Benefits

Si usted necesita la traducción, llame por favor a la oficina del fondo en (866) 363-2733



We're excited to share more information regarding the changes coming to your UltraCare Plan in Summer 2020.

Below you will find the answers to some frequently asked questions about this change. If you have any additional questions, you can reach NEBA at (866) 363-2733 or UltraCare@neba-fl.com.

Why did we choose to make this change?

We believe that this change will help reduce your out-of-pocket healthcare expenses and bring stability to your health and welfare fund.

What will change about the redesigned UltraCare Plan?

The redesigned UltraCare Plan will work differently for Facility claims, and will work much the same as it does today for Professional claims.

Enclosed with this notice is a Member Experience Roadmap that shows you what your experience will be like for Facility claims and Professional claims under the redesigned UltraCare Plan.

What is considered a Facility claim?

Hospitals, surgical centers, outpatient centers, dialysis clinics, and other similar locations are considered Facilities. If you have a question as to whether your service is considered a Facility-based service, reach out to NEBA.

What is considered a Professional claim?

Professionals include individuals that provide your medical care, like primary care doctors, radiologists, pediatricians, cardiologists, oncologists and gynecologists. If you have a question as to whether your service is considered a Professional service, reach out to NEBA.

How will I choose a Facility?

NEBA can assist you in finding a Facility that is high quality and that works well with your redesigned UltraCare Plan to ensure you receive your services at a reasonable cost to you.

Is there anything that I need to do in advance of my Facility appointment?

We recommend that you contact NEBA in advance of your appointment to ensure that the Facility you are considering meets high quality standards and works well with the smart new benefits under UltraCare.

How do I choose a Professional provider?

NEBA can assist you in finding a Professional provider that is high quality and in-network with HealthSmart to ensure you receive your services at a reasonable cost to you.

*You will continue to have access to any providers that are **not** in the HealthSmart network, but at a higher cost to you.*

Is there anything that I need to do in advance of my Professional appointment?

You may wish to consider contacting NEBA in advance of your appointment to ensure that your provider's network status has not changed, but this is not required.

What if I have additional questions?

Call (866) 363-2733 or send an email to UltraCare@neba-fl.com. You may also visit <https://www.nebainc.com/ultracare>.