

**CARPENTER FUNDS ADMINISTRATIVE OFFICE
NORTHERN CALIFORNIA, INC.**
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Oakland, California 94621
(510) 633-0333 • (888) 547-2054
www.carpenterfunds.com



December 8, 2008

TO: All Active and Pre-Medicare Retired Participants in the Indemnity Medical Plan

**FROM: Board of Trustees
Carpenters Health and Welfare Trust Fund for California**

RE: New In-House Claims Administration Effective January 1, 2009

The Carpenter Funds Administrative Office has created a new department to process your claims in-house. For claims that occur on or after January 1, 2009 — your claims will be processed by the Trust Fund Office, instead of Associated Third Party Administrators (ATPA). (Claims that occur before January 1, 2009, will be processed by ATPA.)

There will be no change in your benefits and the preferred provider network and prior authorizations will still be through Blue Cross. (Note: Blue Cross of California has changed its name to *Anthem Blue Cross*.)

Anthem Blue Cross will begin mailing new ID cards on December 10th. Expect to receive your new card in the mail between the 19th and the 24th. Please use this card in place of your old card when receiving health care on and after January 1, 2009. The ID card will have instructions for providers on where to send claims and will list all plan telephone numbers.

WHERE TO SEND CLAIMS

Contract Providers: Contract providers will submit your claims for you. (Blue Card providers outside of California should send claims to the local Blue Cross plan.) Be sure to show your doctor your new ID card. This will alert the provider to the new address for claims submission - Anthem Blue Cross, P.O. Box 60007, Los Angeles, CA 90060-0007.

Non-Contract Providers:

- **For services received on and after January 1, 2009** – Although claims will be paid by the Trust Fund, they should be mailed to Anthem Blue Cross who will electronically forward them to the Trust Fund Office. Send to: Anthem Blue Cross, P.O. Box 60007, Los Angeles, CA 90060-0007.
- **For services received before January 1, 2009** – Send claims to ATPA, P.O. Box 3010, Concord, CA 94522

Claims Department Customer Service: Starting January 1st, call (888) 547-2054 if you have questions regarding your hospital or medical claims. If you have questions regarding a claim that occurred before January 1, 2009, please contact ATPA toll free at (800) 323-6661 – *in California* or (800) 232-2527 – *outside California*. (Continue to call Medco with questions on your prescription drug claims. All benefit plan telephone numbers will be shown on your new ID card).

Please keep this notice with your benefit booklet. If you have any questions, please call the Benefits Department at the Trust Fund Office at (510) 633-0333 or toll free at (888) 547-2054.



December 8, 2008

TO: Medicare-Eligible Retired Participants in the Indemnity Medical Plan

**FROM: Board of Trustees
Carpenters Health and Welfare Trust Fund for California**

RE: New In-House Claims Administration Effective January 1, 2009

The Carpenter Funds Administrative Office has created a new department to process your claims in-house. All claims that occur on or after January 1, 2009 will be processed by the Trust Fund, instead of Associated Third Party Administrators (ATPA). (Claims that occur before January 1, 2009, will be processed by ATPA.)

In addition, beginning in January, you will have access to the Blue Cross network of preferred providers. This may reduce your out-of-pocket expenses for some services if you use a Blue Cross contract provider. (Note: Blue Cross of California has changed its name to *Anthem Blue Cross*.)

Anthem Blue Cross will begin mailing new ID cards on December 10th. Expect to receive your new card in the mail between the 19th and 24th. Please use this card in place of your old card when receiving health care on and after January 1, 2009. The ID card will have instructions for providers on where to send claims and will list all plan telephone numbers.

WHERE TO SEND CLAIMS

Contract Providers: Contract providers will submit your claims for you. (Blue Card providers outside of California should send claims to the local Blue Cross plan.) Be sure to show your doctor your new ID card. This will alert the provider to the proper address for claims submission - Anthem Blue Cross, P.O. Box 60007, Los Angeles, CA 90060-0007.

Non-Contract Providers:

- **For services received on and after January 1, 2009** – Although claims will be paid by the Trust Fund, they should be mailed to Anthem Blue Cross who will electronically forward them to the Trust Fund Office. Send to: Anthem Blue Cross, P.O. Box 60007, Los Angeles, CA 90060.
- **For services received before January 1, 2009** – Send claims to ATPA, P.O. Box 3010, Concord, CA 94522

Note: Medicare remains the primary payer. You should continue to send all claims to Medicare first.

Claims Department Customer Service: Starting January 1st, call (888) 547-2054 if you have questions regarding your hospital or medical claims. If your claim occurred before January 1, 2009, ATPA will continue to assist you with questions about those claims. ATPA's toll free numbers are (800) 323-6661 *in California* or (800) 232-2527 *outside California*. (Continue to call Medco with questions on your prescription drug claims. All benefit plan telephone numbers will be shown on your new ID card.)

Please keep this notice with your benefit booklet. If you have any questions, please call the Benefits Department at the Trust Fund Office at (510) 633-0333 or toll free at (888) 547-2054.