



# 4th District IBEW Health Fund: News Wire

FALL 2017

**Keeping You Wired To Benefits News and Information.** Summer might be ending, but things are just starting to heat up at the 4th District Health Fund. Over the past few months, the Fund has been redesigning our newsletter and website. Both have a completely new look and style to make it easier for our members to find the benefits information they need. The **Fund Business** section takes you through the step-by-step process of how to register and create a new account on the website. It's quick and easy to do. Once you are registered, you'll have access to your personal account information, health care claims and dollar bank. Even if you had an account before the redesign, you'll need to create a new one in order to access the secure area of the site. The **Health Corner** puts a spotlight on member feedback and experience with LiveHealth Online, the Fund's telehealth program. Also, don't miss important reminders about completing the HEALTHY LIFE incentives and the steps you need to take by November 30, 2017 to be eligible for health care savings in 2018. We hope you enjoy our new look!

## Issue Highlights

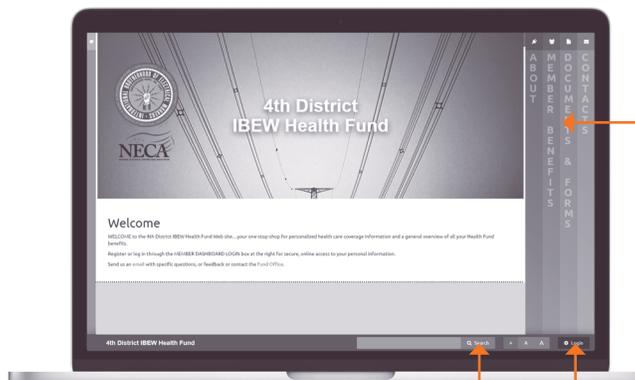
- Visit Us Online
- Getting Started: Create Your Account
- High Ratings for LiveHealth Online
- Time is Running Out to Be Eligible for HEALTHY LIFE Savings

## FUND BUSINESS

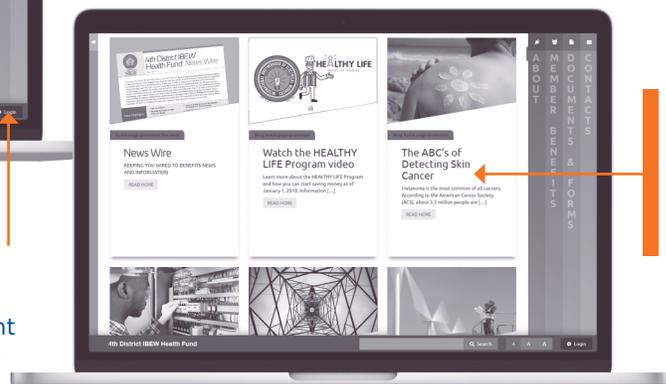
### Visit Us Online

The 4th District Health Fund Website—Recharged and Ready to Go!

The Fund is excited to announce the launch of the redesigned [www.4thdistricthealthfund.com](http://www.4thdistricthealthfund.com) site. With the redesign, you'll continue to have access to the same great features and benefit information, but with a new, modernized design and navigation style.



Page-turning navigation style makes it quick and easy to get to the information you need.



Use the search tool to scan the site.

Click "Login" to access the secure area of the site, create your account and view your personal information.

Scroll down the Home Page for news stories, health-related articles and Fund announcements.

## Get Started

### Create Your Account on the Member Dashboard

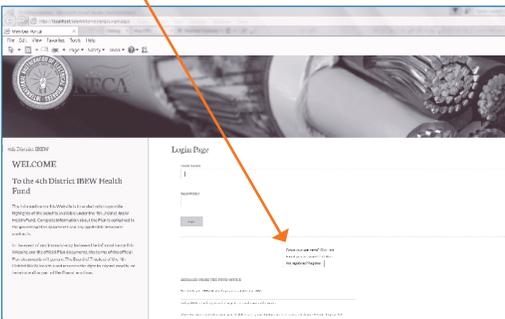
The Member Dashboard is the secure area of the Fund's website where registered members can access their personal account information, view the status of their health care claims, check their dollar bank balance and view HRA information. With the launch of the newly designed site, all members must create a new account, even if you set one up prior to the redesign.

To make sure you have access to this valuable resource, the first thing every member should do is set up a new account. It's quick and easy when you follow these few simple steps:

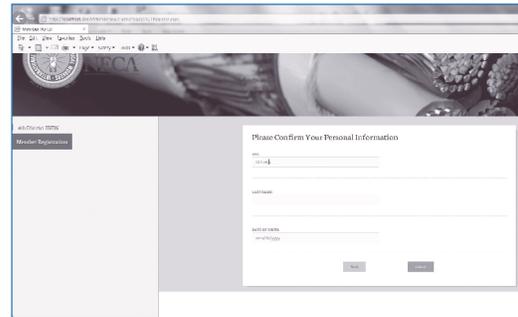
- 1. Login.** Click on the **"Login"** button on the Home Page. This will take you to the secure area of the site where you will start the registration process.



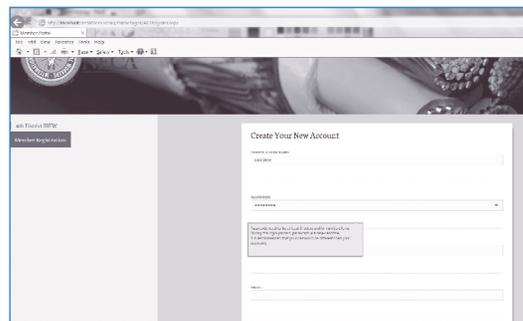
- 2. Register.** Once you are in the secure area of the site, click **"Register."** After you click the register button, you must read and accept the Terms of Use.



- 3. Confirm Your Personal Information.** Enter your Social Security Number, last name and date of birth.



- 4. Create Your New Account.** Enter a user name and password. (Passwords need to be at least eight characters long.) You will also be asked to enter your email address and to create a security question and answer. Once you have entered all your information, click **"Create User."**



**You Must Re-Register!** If you had an account before the redesign of the site, you will need to re-register to access the updated Member Dashboard.



That's all it takes to get your new account set up and ready to use. As you are exploring the site, take a moment to save the Home Page to your favorites or bookmark bar. This will allow you quick access to your benefit information when you need it.

## High Ratings For LiveHealth Online



The results are in and 4th District members gave LiveHealth Online and related provider interactions 4.8 out of 5 stars. LiveHealth Online is the Fund's telehealth provider, administered by Anthem BlueCross BlueShield. It is available to members and their covered dependents. With LiveHealth Online, you can have a live "face-to-face" computer consultation with a doctor 24/7. Use LiveHealth Online to discuss minor health concerns and receive prescriptions when your primary care physician is unavailable.

**How it works.** LiveHealth Online uses the same technology as video chat services, such as FaceTime and Skype, but is delivered using secure, HIPAA-compliant technology so your virtual office visits are completely confidential. Consultations generally last 10 minutes and include:

- Evaluation of your issue
- Discussion of your diagnosis
- Summary of your consultation and follow-up recommendations
- Submission of any necessary prescriptions, subject to certain restrictions.

LiveHealth Online saves you time over going to urgent care or the emergency room. For example, the average wait time for a LiveHealth consultation is a little over 6 minutes compared to 30 minutes at an urgent care facility or the emergency room. (Source: Urgent Care Association of America and US News.) In addition, you'll have the convenience of completing your visit from your home or on-the-go with the mobile app.

**Go Mobile.** When you are on-the-go and need care, the LiveHealth Online mobile app is available. Download the app from the App Store (Apple) or Google Play (Android) and receive the same quality of care from LiveHealth Online, wherever you are. More than 50% of 4<sup>th</sup> District IBEW members who use LiveHealth access services through the mobile app.



**Register now so you have access when you need it.** It's a good idea to register for LiveHealth Online, and download the app, before you need care. That way your account is all set up and ready to go when you need it.

- Visit [www.livehealthonline.com](http://www.livehealthonline.com)
- Select **"Sign Up"** in the upper right hand corner
- Complete the requested information, including your health insurance information, as shown on your ID card
- Once registered, download the LiveHealth Online app (see the "Go Mobile" callout below for details).

Only use LiveHealth Online for non-emergency medical situations. If you need care for an ongoing chronic condition or an annual or routine physical, you should schedule an in-person appointment with your doctor. If your medical concern is an emergency, always call 911.

### Top Conditions Treated Through LiveHealth Online

- Upper respiratory infection
- Sore throat/strep throat
- Bladder and urinary tract infections
- Sinus infections
- Cold and flu symptoms/allergies

## HEALTHY LIFE

MAKE IT YOURS

**Time is Running Out to be eligible for the HEALTHY LIFE savings.** You and your covered spouse have until November 30, 2017 to complete a physical exam and biometric screening to be eligible for the HEALTHY LIFE incentives. By participating in the HEALTHY LIFE program, you'll have a reduced annual in-network deductible, coinsurance level and out-of-pocket maximum for two years, starting January 1, 2018. Don't leave money on the table! Schedule your exam today. Visit [www.4thdistricthealthfund.com](http://www.4thdistricthealthfund.com) for details and to download a convenient **reference card** that explains what to expect during a HEALTHY LIFE physical exam.

Keeping you wired to your benefits with a redesigned website.

