

# BUILDING YOUR BENEFITS



## FOX VALLEY & VICINITY LABORERS

HEALTH AND WELFARE AND PENSION FUNDS

Boone • Kane • Kendall • McHenry



### Here Is A 'Closer Look' At Your Excellent Network Providers.

#### Blue Cross Blue Shield PPO Network.

You must present your *BCBS eligibility card* when services are provided. Contact the Blue Cross Blue Shield PPO Network to easily identify physicians, hospitals and other healthcare services available at a discount through the network. Allowable services under the PPO network are paid at 90 percent. Call 1-800-810-BLUE (2583) or check the website at [www.bcbsil.com](http://www.bcbsil.com).



### CVS CAREMARK

#### Prescription Drug Services.

You must present your *Prescription Drug Card* when purchasing prescriptions. If you do not have a Prescription Drug Card contact the Fund Office at 1-847-742-0900 or toll free 1-866-828-0900. Most pharmacy chains and independent pharmacies participate in the retail network program. For additional pharmacies in your area, use the Caremark Pharmacy Locator at [www.caremark.com](http://www.caremark.com) or call Customer Service at 1-800-824-6349.

#### Dental Network Of America PPO Network.

To find a participating dentist and maximize your savings, visit the DNoA Preferred Network website at [www.dnoa.com](http://www.dnoa.com).



Enter your zip code and select "Labor" or call 1-866-LABOR-L-U (1-866-522-6758) between 8 a.m. and 6 p.m. If your dentist is not in the PPO network, you can nominate him/her for inclusion in the DNoA Preferred Network by contacting the network at [www.dnoa.com](http://www.dnoa.com). A recruitment package will be sent directly to your dentist.

#### ERS - Employee Resource Systems, Inc.

ERS is a program that provides supportive counseling, information and resources for employees and their families. The services include assistance with Legal, Eldercare & Childcare, Substance Abuse, Financial, Family & Relationships and Psychological problems. All contacts are kept confidential. Assistance is available 24/7 at 1-800-292-2780.

Visit the website: [www.ers-usa.org](http://www.ers-usa.org)  
Username: *laborers* Password: *foxvalley*



#### EyeMed Vision Care.

Contact EyeMed Vision at 1-800-334-7591 to find out more about your vision benefits and to locate a participating provider near you. Call Center hours of operation: Monday thru Saturday, 7:30 a.m. to 11 p.m.; Sunday, 11 a.m. to 8 p.m. Or visit their website at [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com).



### Meet Your Office Staff:

Patricia M. Shales  
Administrative Manager  
Mildred Cruz  
Customer Service Representative  
Colette Feliciano  
Office Clerk  
Holly Ferrarini  
Receptionist and Accounting Clerk

Doris Galvez  
Customer Service Representative  
Catherine Revan  
Claims Processor  
David Ugarte  
Claims Processor  
Cindy Young  
Benefits Service Representative  
Carol Zulpa  
Administrative Assistant

### Please Call Ahead!

So that we can provide efficient service, we encourage you to make an appointment before coming to the office for information and help.



JUST CALL: 1-847-742-0900  
Or, toll free: 1-866-828-0900

Fall, 2012

## Blue Cross Blue Shield Of Illinois Offers A 24/7 Around-The-Clock Nurseline! *Toll-Free Support!*



Could your child's fever or sore throat turn into something more serious? Is your 1 a.m. asthma attack cause for a trip to the ER? The 24/7 Nurseline can help you figure out if you should call your doctor, go to an immediate care facility, go to the emergency room, or treat the problem yourself.

Health concerns don't always follow a 9-to-5 schedule. Fortunately, registered nurses are on call at (800) 299-0274 to answer your health questions, wherever you may be, 24 hours a day, seven days a week. The 24/7 Nurseline's registered nurses can understand your health concerns and give general health tips. Get trusted guidance on possible emergency care, urgent care, family care and more.

When should you call?

The toll-free Nurseline can help you or a covered family member get answers to health problem questions, such as:

- Asthma, back pain or chronic health issues
- Dizziness or severe headaches
- High fever
- A baby's nonstop crying
- Cuts or burns
- Sore throat



Plus, when you call, you can access an audio library of more than 1,000 health topics, from allergies to women's health, with more than 600 topics available in Spanish.

*"Life is like riding a bicycle. To keep your balance, you must keep moving." - Albert Einstein*

## Stressed Out? Try These Coping Skills.

Is stress impacting your work performance? Don't have the tools to cope? It is essential that we recognize our own stress symptoms. Awareness enables you to use health coping skills more quickly and effectively.

Consider some stress management techniques:

- Change your attitude.
- Exercise and eat right.
- Get help when you need it.



Reach out to **Employee Resource Systems, Inc.** for free and confidential support and resources. Call 800-292-2780 or online at [www.ers-eap.com](http://www.ers-eap.com)

## Formulary Drug Removals - An Important Update.

Effective January 1, 2013, certain medications will be removed from the Caremark formulary drug list. Expenses for prescription drugs that are not on the Caremark formulary drug list are not covered under the Plan. If you continue using one of the those drugs identified as a Formulary Drug Removal after January 1, 2013, you may be required to pay the full cost of the drug.



If you are currently using one of these drugs, ask your doctor to choose one of the generic or brand formulary consideration options reflected on the Formulary Drug Removal list.

The Caremark Formulary Drug Removal 2013 list can be found at [www.fvlab.com](http://www.fvlab.com) under Benefit Updates; or, you can call the Fund Office to request a copy of the list.

**1-847-742-0900 or 1-866-828-0900 (Toll Free)**



## Have You Moved?

It is important to keep the Fund Office informed of your current address. For a change of address form visit our website or call the Fund Office.

