



01-26-2015

Dear Participant,

Welcome to MedExpert, the company chosen by the SC IBEW-NECA Health Trust Fund to provide you with a value-added benefit to enhance your overall healthcare experience.

Introducing the MedExpert program for Southern California IBEW-NECA Health Trust Fund Participants.

The Southern California IBEW-NECA Health Trust Fund, wants to make sure you have access to information when you have a medical question or concern. That's why we're excited to introduce the MedExpert Program. MedExpert gives you access to current, accurate, and unbiased information from individuals recognized as experts in their field. There's no cost to you.

Get answers to your health questions and concerns.

With one toll-free call, you can be connected with a MedExpert doctor. We can help you learn about the latest available treatments, research and help coordinate all services that can improve the quality of your life. By helping identify and coordinate tasks such as transportation, meal delivery and other local programs, you focus on the health of you and your family. Calls are confidential and are not shared with your health plan or doctor.

MedExpert does not replace care from your doctor.

MedExpert is simply another resource to help you take control of your health care. We encourage you to share the information you learn from MedExpert with your doctor.

In the coming days, you may receive a call from MedExpert to explain this service and answer any questions. If you wish to contact MedExpert directly, please call **1-800-999-1999**, 6 a.m. to 7 p.m. Pacific Time, Monday through Friday.

The Southern California IBEW-NECA Health Trust Fund feels that once you use MedExpert you'll see what a powerful tool it is. We hope you will take advantage of the MedExpert program.

Sincerely yours,

Southern California IBEW-NECA Health Trust Fund & MedExpert

Frequently Asked Questions about the MedExpert Program

QUESTION: Who is MedExpert?

ANSWER: MedExpert is a U.S. company that uses on-staff doctors to help answer your health care questions. This program is completely confidential and is being offered at no additional cost to you as a Plan Participant. MedExpert DOES NOT replace your doctor—it is a program that lets you take your health care a step further. We encourage you to discuss your MedExpert call and any information you receive with your doctor

QUESTION: What can MedExpert do for me?

ANSWER: MedExpert uses research and individuals who are recognized as experts in their field to answer your medical questions over the phone. Examples of questions you might ask are: Is this treatment right for me? and Can I take these drugs together?

MedExpert can also help you:

- Identify how the best in the world would treat your medical condition
- Explain your treatment options and test results
- Understand what your medications are doing and review warnings about taking multiple medications
- Expedite your physician wait lists
- Transfer your medical records
- Consider whether a surgery is medically necessary
- Explain your medical bill
- Identify and connect you with support groups and other community programs that may enrich your life
- Coordinate your physicians

QUESTION: When can I call MedExpert?

ANSWER: MedExpert doctors are available by calling 1-800-999-1999, 6 a.m. to 7 p.m. Pacific Time, Monday through Friday.

QUESTION: Will I speak to a live person? Where are they located?

ANSWER: Yes, when you call MedExpert, your call will be answered by a Medical Information Coordinator. Based on the nature of your call, you will have the opportunity to speak with a MedExpert doctor. All MedExpert personnel are located in California.

QUESTION: What communication can I expect from MedExpert?

ANSWER: In cooperation with your Southern California IBEW-NECA Health Trust Fund eligibility, you will receive mailings about the program. MedExpert may also make occasional phone calls to help you get started with the program. MedExpert strives to provide excellent, fast follow-up to your questions. You will get courteous, professional help when you call. If you do not want to be contacted by MedExpert, you can let them know by calling their toll-free phone number, 1-800-999-1999.