



LOCAL 36 BENEFIT FUNDS

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June 23, 2020

Dear Member,

The Fund Office was notified by Blue Cross Blue Shield of Arkansas that the True Blue PPO Network would no longer be accessible for use by the SMART Local 36 Welfare Fund effective July 31, 2020. Therefore, effective August 1, 2020, the Fund will be utilizing Aetna Choice POS II as your network provider in place of the True Blue PPO Network. You can expect to receive new identification card(s) in the next few weeks that should be utilized when seeking medical, mental health, vision, and prescription drug benefits. This card will replace your current identification card.

We expect that you will be pleased with these changes as they are beneficial to both SMART Local 36 participants and to the Fund. In the event that you have any questions or concerns, please feel free to contact the Fund Office at (314) 652-8175.

Respectfully,

Board of Trustees
SMART Local 36 Welfare Fund

Frequently Asked Questions

Q. How will this change to the Aetna Choice POS II Network impact me and my family?

A. For the most part, providers participating in the True Blue PPO Network are also in the Aetna Choice POS II Network. Therefore, you should experience little disruption in your ability to find a network provider. If a provider you have used over the past twelve months does not participate in the Aetna Choice POS II Network, you will be contacted by the Fund Office to assist in finding a new provider.

Q. Will my benefits change?

A. Your benefits provided through SMART Local 36 Welfare Fund have not changed, only the medical network utilized has changed.

Q. How can I locate a provider that participates in the Aetna Choice POS II Network?

A. You can go to www.meritain.com or call (866) 209-3061 to locate a participating health care provider.

Q. When will I get new identification cards?

A. New identification cards will be mailed to you from Meritain Health, a division of Aetna, within the next few weeks. Please take time to review the card for accuracy and contact the Fund Office if you find an error in your personal information.

Q. Will the Member Assistance Program change from E4 Health?

A. E4 Health was recently acquired by New Directions. Although we anticipate changes in the near future related to the Member Assistance Program, you should still contact E4 Health/New Directions when seeking services that are related to mental health or substance abuse. The contact number for E4 Health is (800) 765-9124. As always, you can always contact the Fund Office if you need assistance with the Member Assistance Program.