



Oregon Teamster Employers Trust Announces: Benefits Information Online

Oregon Teamster Employers Trust is pleased to announce a new self service online tool. The service is HIPAA compliant concerning participant privacy and gives free online access to your benefits and eligibility information. Take a minute and review the exciting online services now available.

How do I access this information?

#1 Sign up

You will need your Last Name and the last six digits of your social security number to sign up. Go to: www.wcearthart.com. Once there click on "Participant Login". You will be directed to a login screen. Follow the instructions to complete the form as it relates to you. You will then be re-directed to the benefits home page. Click the **Sign-Up** link on the left-hand side of the page and follow the instructions to create your account.

#2 Create your user name and password

Use a name and password that only you will know. Also indicate a hint question and answer, so that your password can be provided should you forget it in the future.

#3 Sign in and use the system

Once the sign up process is complete, you will have access to view your eligibility online. Medical, Dental and Prescription claims paid by Blue Cross, Kaiser or Express Scripts are not available through this site but a link to a site where you can sign up to see this information is available under the Eligibility and Benefit Information link.

System features allow members to:

- ✓ View paid claim information by accessing the BCBSO, Kaiser or Express Scripts website through this site
- ✓ Check eligibility status
- ✓ Retrieve plan summaries
- ✓ Access to customer service via secure messaging
- ✓ Verify provider participation
- ✓ And much, much more!

Common Questions

Do I need a special computer or software to access my benefits online?

No, all you need is an internet connection; any speed, any ISP service can get you access to your benefits online.

Does it cost anything?

No, it is a service offered by Oregon Teamster Employers Trust free of charge.

How current is the information?

Eligibility information is updated nightly.

Is the information secure?

The eligibility information and your profile are managed in a system that meets the requirements as set forth by HIPAA for Privacy and Security of Personal Health Information.

Who can see my personal information?

All insured members of the Oregon Teamster Employers Trust and their dependents age 12 and over will have the ability to create their own account.

The *William C. Earhart Co., Inc.* has the following representatives assigned to service the **Oregon Teamster Employers Trust**. Contact information and a brief description of duties are provided below for each member of our team.

A separate listing of service provider contacts (medical, dental, vision etc.) is also available.

Matt Klink – Primary Representative

503-460-5212 or 1-800-547-1314
503-331-8243 direct
503-284-9386 fax
matt.k@wcearthart.com

Contributions & Eligibility Department

Customer Service
Employer contribution processing
COBRA payment processing and notification
Eligibility updates to carriers
Audits & Delinquencies

Tiffany Steen – Secondary Representative

503-460-5212 or 1-800-547-1314
503-535-1424 direct
503-284-9386 fax
tiffany.s@wcearthart.com

Contributions & Eligibility Department

Customer Service
Eligibility updates to carriers
Retiree Set-Up and payment processing

Nicole Thomas – Alternate Representative

503-460-5212 or 1-800-547-1314

Jodi Klink – Alternate Representative

503-460-5212 or 1-800-547-1314

Contributions & Eligibility

Customer Service
Eligibility updates to carriers

Shannon Hardy – Manager

1-800-547-1314
503-331-8213 direct
503-284-9386 fax
shannon.h@wcearthart.com

Contributions & Eligibility Department

Contributions and Eligibility Management
Customer Service & Personnel Issues

Michelle Gale – Claims Analyst

503-460-5212 or 1-800-547-1314
503-331-8205 direct 503-257-5997 fax
michelle.g@wcearthart.com

Claims Department

Time Loss & Disability claim processing
Customer Service
Walk-Ins at 162nd and Halsey office (Teamster Complex)

– Claims Analyst

Shirley Vendehey

503-460-5212 or 1-800-547-1314
503-331-8253 direct 503-257-5997 fax

Claims Department

HRA

Back up Time Loss claim processing
Customer Service

– Claims Analyst

1-800-547-1314
503-535-1429 direct 503-460-2975 fax

Claims Department

Dependent Updates & Correspondence

Debbie Staggs – Claims Supervisor

1-800-547-1314
503-331-8210 direct 503-460-2975 fax
debbie.s@wcearthart.com

Claims Department

Claim Appeals
Customer Service & Personnel Issues