



Middletown Works Hourly & Salaried

Union Retirees Health Care Fund

1201 Crawford Street • Middletown, OH 45044

PH: (513) 217-4818 • TOLL FREE: (877) 392-9991 • Fax: (513) 672-9622

December 2023

**To: All Participants of the Middletown Works Hourly and Salaried Union Retirees Health Care Fund**

**Re: New Third Party Administrator – Effective January 1, 2024**

Dear Participants:

***We are pleased to announce that, effective January 1, 2024, Welfare & Pension Administration Service, Inc. (WPAS) will be the Middletown Works Hourly and Salaried Union Retirees Health Care Fund's (the Plan) third-party administrator (TPA).***

As the Plan's new TPA, WPAS will be responsible for the operations of the Fund Administrative Office at 1201 Crawford St., Middletown, OH 45044, and WPAS has hired all of the employees who currently work at the Fund Administrative Office. But there's much more to the proper administration of the Plan than what we see at the Fund Administrative Office. Thus, WPAS also maintains offices in Mercer Island, Washington where it will provide the Plan with extensive claims administration services, financial administrative services, and numerous other administrative services necessary for the proper operation of your Plan.

Earlier this year, we conducted a rigorous and lengthy search for a new TPA that would provide dedicated, high-quality, and modernized services to our participants. We chose WPAS given their proven track record of providing first-class administrative services to health benefit plans primarily covering union workers and retirees, their staff's expertise in benefit administration, and enhanced technology and cybersecurity.

A change in TPA will not impact your benefits. It is important to note that your participant ID number has changed with this new ID Card and you should discard any previous versions as they contain the old information.

**Important Information Regarding this Transition!**

**In order to facilitate the transition to the Plan's new third-party administrator (Welfare & Pension Administration Service, Inc.), the Fund Administrative Office will be closed for walk-ins the first week of January and will have reduced customer service phone hours of 8:30-noon January 2<sup>nd</sup>-5<sup>th</sup>. If you have an emergency or urgent situation during this time, contact the Fund Administrative office at 1-513-217-4818 or 1- 877-392-9991 and follow the prompts to leave a message for a Middletown Works Retirees Customer Service representative. Your call will be returned as soon as possible. The office will re-open on Monday, January 8<sup>th</sup> for regular walk-in customer service hours of 9:00-4:00 and regular phone hours of 8:30-4:00.**

Starting January 1, 2024: For prescription or pharmacy questions related to the new pharmacy benefit manager, please contact the CVS Customer Care center:

- 1-833-844-5642 (Medicare Retirees)
- 1-833-845-4696 (pre-Medicare Participants)

Please note the Plan's new email address: [MWRmemberservices@wpas-inc.com](mailto:MWRmemberservices@wpas-inc.com), which will be available for use also starting January 1, 2024 and will be monitored regularly starting then. Otherwise, you can contact the Fund Administrative Office by mail, telephone, or fax:

Fund Administrator  
WPAS  
Middletown Works Health Care Fund  
1201 Crawford St., Middletown, OH 45044  
Telephone No. 877-392-9991  
Fund Office 513-217-4818  
Fax No. 630-828-7001 until 12/31/2023  
Fax No. 513-672-9622 starting 1/1/2024

We look forward to continuing to serve you and ensuring a smooth transition to WPAS.

Sincerely,

Board of Trustees  
Middletown Works Retiree Health Care Fund