

Current Status of the Trust Fund Office

Customer Service

- Our offices are no longer open for walk-in customer service.
- Mail is still being received, distributed, and acted upon.
- Telephone customer service is no longer available, but Members and providers can leave messages at (800) 595-7473, and those messages are being routed to appropriate personnel and responded to.
- **Probably the best way to obtain customer service is by email:**

For Members and providers: info@scptac.org

- Retirement Fund benefits are being paid.
- Defined Contribution Fund benefits are being paid
- Employer contributions are being processed.
- Eligibility records are being maintained.
- Health Fund claims are being processed more or less normally.
- COBRA applications are being processed.
- COBRA premium and pensioner health premium payments are being processed
- New health plan enrollments are being processed.
- V&H benefits are being paid.

Telehealth and Home Health Services

This seems like a good time to remind Members of telehealth and home health services available to SCPT health fund participants:

Nurse Help 24/7

www.blueshieldca.com/nursehelp or (877) 304-0504

PlushCare

Telephone and/or online physician consultations

www.plushcare.com or (800) 221-5140

Heal Physician Home Visits

www.heal.com or (844) 644-4325

COVID-19 EDD PAGE

https://www.edd.ca.gov/about_edd/coronavirus-2019.htm

A message from the General President of the United Association.

https://www.youtube.com/watch?v=TAEI0J5zl_E&feature=youtu.be

