



IMPORTANT INITIAL NOTICE:

TPA (Third-Party Administrator) Changes for January 1, 2025

Voluntary Supplemental Medical & Custodial Care Benefit Plan (SMP)

SMP Participants:

Third-Party Administrator Changes:



- Luminare Health will be the **new** claims processor for medical, custodial care benefit, orthodontia, and dental claims.
- NGS will be the eligibility and contributions administrator for the SMP.

What does this mean for covered participants?



- Effective January 1, 2025, WebTPA is **no longer** the third-party administrator for the SMP, which includes the Custodial Care Benefit.
- Any claim that has a date of service **prior** to January 1 will be processed by WebTPA.
 - Any claim that has a date of service on or **after** January 1 will be processed by Luminare Health.
 - You **will** receive **new** medical and dental ID cards to use on or after January 1.
 - * We are working hard to have the new ID cards delivered to you prior to January 1. You will be updated if there are any concerns.
 - Important Notice: Cigna and PHCS Networks (the provider and facility networks) are **not** changing.
 - Pharmacy Benefit Manager BeneCard is **not** changing.
- NGS will process all eligibility and contributions for the SMP. NGS is the current administrator for the PMA, POD, and Life plans.

More information to come!!!



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**Important Initial Notice:
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January 1, 2025**

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