



IBEW LOCAL 332 TRUST FUNDS



September 09, 2026

IMPORTANT ANNOUNCEMENT

Re: New Third Party Administrator (TPA) for the I.B.E.W. Local 332 Health and Welfare Plan Effective October 1, 2026

Dear Participant,

We are excited to let you know that, effective **October 1, 2026**, BeneSys, Inc. will become the new third party administrator (TPA) for the I.B.E.W. Local 332 Health and Welfare Plan.

Your benefits are not changing. This letter explains what you need to know about the administrative change and how to reach BeneSys, Inc. with questions.

New Contact Information (effective October 1, 2026)

Hours of Operation/Office Hours: 8am to 5pm

Location: We are happy to announce we have secured an office location in the same parking lot as the I.B.E.W. Local 332 Office. This location is **closed** until construction is complete, however, in the meantime a staff member will be available at the Union Hall during the hours of operation and by appointment only to assist members.

Mailing Address:

PO Box 559
San Ramon, CA 94583
Fax Number: 408-533-1196

The following are dedicated phone and email queues for all I.B.E.W. Local 332 members to reach our dedicated staff.:

Phone: 408-588-3758 or Toll Free: 844-522-9821

Press 1 for Member

Then, press 3 for Eligibility, Healthcare Benefits & Claims

Email: staff@ibew332benefits.org

- ❖ **Customer Service:** Starting October 1, 2026, direct all questions about your benefits to BeneSys, Inc. using the contact information above. Typical response times are within 24-48 hours.

❖ **Anthem ID Cards & Claim Submission:**

- **Medical** - New Anthem Medical ID cards will be sent to you for your medical benefits. Your Anthem PPO network and ID Number remains the same – you can continue seeing the same providers. You will notice a new **Group Number: L17661** on your new ID card that has updated information for verifying eligibility and claims submission for providers. Please share the new ID card with your providers so claims are submitted correctly, and claims processing is not delayed. You can expect to receive your medical card the week of **September 21st**.
- **Dental** - New Anthem Dental ID cards will be sent to you for your dental benefits. Your Anthem Dental network and ID Number remains the same – you can continue seeing the same providers. You will notice a new **Group Number: L17661** on your new ID card that has updated information for verifying eligibility and claims submission for providers. Please share the new ID card with your providers so claims are submitted correctly, and claims processing is not delayed. You can expect to receive your dental card the week of **September 21st**.

❖ **Prescription ID Cards: There will be no change.**

❖ **Kaiser Medical ID Cards & Benefits: There will be no change. Please note that although your medical coverage is with Kaiser, your dental ID Card information with Anthem is outlined above.**

❖ **HRA Cards & Temporary Interruption**

- There will be a temporary interruption to the use of your HRA debit cards. From **September 21st to October 2nd** HRA debit cards will not work. If during this temporary interruption you have out-of-pocket medical expenses that you would like to be reimbursed by the HRA, you will need to pay out-of-pocket and submit a request for reimbursement either online via the below QR code or by submitting a paper form.

- **Please scan the QR Code below:**



- If you prefer a paper form, please reach out to BeneSys at the following email address: staff@ibew332benefits.org
- You will need to save and submit itemized receipts and provider invoices to BeneSys, Inc.
- New HRA debit cards from Wex will be mailed to you. Your current HRA debit card will not work beginning October 1, 2026. **You must use your new HRA debit card for all**

transactions after October 1, 2026 (after temporary interruption period). This includes any automatic transaction currently set-up for payment with your provider, Amazon, etc.

- ❖ **Retiree Premium Payments & COBRA payments:** Payments mailed on or after October 1, 2026 should be sent to:

I.B. E.W. Local No. 332 Health and Welfare Plan
PO Box 4550
Los Angeles, CA 90051

- ❖ **Online Portal:** Your current portal, www.ibew332benefits.com, will remain active. We expect the new BeneSys portal to be available for use by the end of November and a new BeneSys portal link will be added to the same site. Once the portal is operational, you will receive a separate letter by mail with registration instructions.

Among other features, the new portal will allow you to track contributions and download forms. Please register as soon as you receive your registration letter so you can take advantage of these features.

In addition, you will be able to access the BeneSys portal via an app on your smart phone. More information on how you can access the app on your device will be provided with your website registration letter.

- ❖ **What's Staying the Same?** Your benefits remain the same. You will continue receiving coverage under your current selected medical network, Kaiser or Anthem Blue Cross, and your identification number will remain the same. Your vision benefits with VSP will remain the same. Your Short-Term Disability Benefits will remain the same.

If you have questions or concerns, please contact BeneSys, Inc. at 408-588-3758 starting October 1, 2026. We appreciate your patience during this transition and remain committed to providing you with the highest level of service.

Sincerely,

The Board of Trustees