The Road Ahead Getting the Most from Your Health Benefits





Jeff Hamilton Account Specialist IBAMS

October 14, 2021 Episcopal Diocese of Pennsylvania



Preparing for Your Journey

Your Checklist



- ✓ Learn how your healthcare benefits work
- Enroll in the benefits that best meet your needs:
 - ☑ Consider your and your family's healthcare needs for 2022
 - Compare your options and costs
 - ☑ Enroll by the deadline
- Review and update your personal and dependent information





Core Medical Plan Benefits

The Travel Guide to Well-being

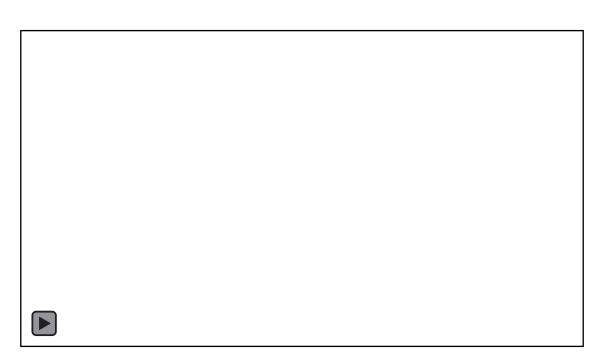
Your health plan offering includes these benefits

- Types of medical plans
- Medical plan details
- Behavioral health
- Cigna Employee Assistance Program
- Prescriptions
- Vision
- Hearing
- Care Management Program
- Telehealth and virtual visits (COVID-19 update)
- Mealth Advocate
- UnitedHealthcare Global Assistance

The Episcopal Church Medical Trust



A plan created with you in mind







Types of Medical Plans

Preferred Provider Organization (PPO) = Anthem BCBS

- Visits any provider
- No referrals required for specialists
- Lower out-of-pocket costs when you use a network provider or facility
- Includes care management program, which helps coordinate your care and manage health conditions





Types of Medical Plans

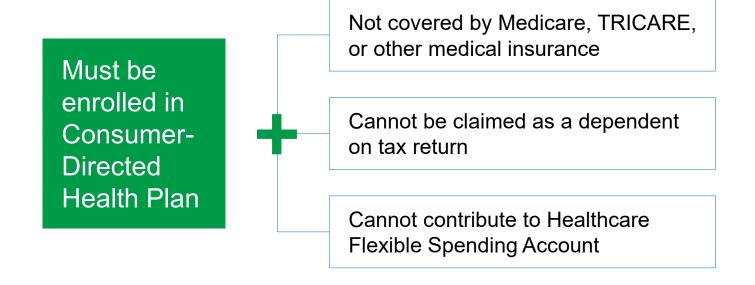
Consumer-Directed Health Plan (CDHP) = Anthem BCBS

- PPO plan
- Increased deductibles—you pay most medical and prescription expenses until you meet the plan's deductibles
- Works with a Health Savings Account (HSA) to help you pay for eligible healthcare expenses today and in the future
- Includes care management program



Closer Look at the Health Savings Account (HSA)

An account you use to pay your share of eligible healthcare expenses



Your HSA is portable—you can take it with you

You contribute tax-free \$ (up to IRS limits)

Use your account to pay your share of eligible healthcare expenses

Save it for future healthcare expenses

E Health Savings Account Contributions

How much can you contribute in 2022?



\$3,650
The total contribution allowed from both you and your employer



Family

\$7,300
The total contribution allowed from both you and your employer



\$1,000
The additional amount allowed if you are age 55+



E Health Savings Account Setup

Setup is automatic with Consumer-Directed Health Plan



- Call HealthEquity at (877) 713-7712 to activate
- Setup and monthly fees paid by the Medical Trust
- HealthEquity HSA Guidebook available online



- Up to three Visa HSA debit cards
- Can be used by spouse and eligible dependents
- Be sure to designate a beneficiary for your account



You can use your own bank or qualified financial institution:

- You pay setup and maintenance fees
- Pre-tax salary contributions not assured



Medical Plan Details

Deductible

Out-of-Pocket Limit

Copay

Coinsurance

You pay the full cost of healthcare until you reach this amount. Then the plan begins to pay benefits.

The most you will pay for covered healthcare expenses for the calendar year.

A fixed amount you pay for a covered healthcare service, usually when you receive the service.

The percentage you pay for the allowed amount of a covered service.

Anthem PPO 90

	Network	Out-of-Network	
Deductible	\$500 individual / \$1,000 family	\$1,000 individual / \$2,000 family	
Out-of-Pocket Limit	\$2,500 individual / \$5,000 family \$5,000 individual / \$1		
Office Visit	\$30 copay (primary care) 50% coinsurance		
	\$45 copay (specialist)		
	\$0 (preventive care)		
Diagnostic Tests	10% coinsurance	50% coinsurance	
Urgent Care	\$50 copay	\$50 copay	
Emergency Care	\$250 copay	\$250 copay	
Outpatient Surgery	10% coinsurance	50% coinsurance	
Hospital Stay	10% coinsurance	50% coinsurance	
Behavioral Health (outpatient)	\$30 copay	30% coinsurance	

Anthem PPO 80

	Network	Out-of-Network
Deductible	\$1,000 individual / \$2,000 family	\$2,000 individual / \$4,000 family
Out-of-Pocket Limit	\$3,500 individual / \$7,000 family	\$7,000 individual / \$14,000 family
Office Visit	\$30 copay (primary care) 50% coinsurance	
	\$45 copay (specialist)	
	\$0 (preventive care)	
Diagnostic Tests	20% coinsurance	50% coinsurance
Urgent Care	\$50 copay	\$50 copay
Emergency Care	\$250 copay	\$250 copay
Outpatient Surgery	20% coinsurance	50% coinsurance
Hospital Stay	20% coinsurance	50% coinsurance
Behavioral Health (outpatient)	\$30 copay	30% coinsurance

Anthem CDHP-15*

	Network	Out-of-Network
Deductible	\$1,400 individual / \$2,800 family	\$2,800 individual / \$5,600 family
Out-of-Pocket Limit	\$2,400 individual / \$4,800 family	\$4,800 individual / \$9,600 family
Office Visit	15% coinsurance 40% coinsurance (primary care / specialist)	
	\$0 (preventive care)	
Diagnostic Tests	15% coinsurance	40% coinsurance
Urgent Care	15% coinsurance	15% coinsurance
Emergency Care	15% coinsurance	15% coinsurance
Outpatient Surgery	15% coinsurance	40% coinsurance
Hospital Stay	15% coinsurance	40% coinsurance
Behavioral Health (outpatient)	15% coinsurance	40% coinsurance

^{*}If you have family members enrolled in the plan, the family deductible must be met before the plan begins to pay for any covered member, and the family out-of-pocket limit must be met before the plan begins to pay 100% of eligible services.

Anthem CDHP-40

	Network	Out-of-Network	
Deductible	\$3,500 individual / \$7,000 family	\$7,000 individual / \$14,000 family	
Out-of-Pocket Limit	\$6,000 individual / \$12,000 family	\$10,000 individual / \$20,000 family	
Office Visit	40% coinsurance 60% coinsurance (primary care / specialist)		
	\$0 (preventive care)		
Diagnostic Tests	40% coinsurance	60% coinsurance	
Urgent Care	40% coinsurance	40% coinsurance	
Emergency Care	40% coinsurance	40% coinsurance	
Outpatient Surgery	40% coinsurance	60% coinsurance	
Hospital Stay	40% coinsurance	60% coinsurance	
Behavioral Health (outpatient)	40% coinsurance	60% coinsurance	

E Details about Your Medical Coverage

Summaries of Benefits and Coverage



Coverage Period: 01/01/2021 - 12/31/2021 Coverage for: All tiers | Plan Type: PPO

The Summary of Benefits and Coverage (SBC) document will help you choose a health <u>plan</u>. The SBC shows you how you and the <u>plan</u> would share the cost for covered health care services. NOTE: Information about the cost of this <u>plan</u> (called the contribution or <u>premium</u>) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit <u>www.cpq.org/mtdocs</u> or call (800) 480-9967.

For general definitions of common terms, such as <u>allowed amount</u>, <u>balance billing</u>, <u>coinsurance</u>, <u>copayment</u>, <u>deductible</u>, <u>provider</u>, or other <u>underfined</u> terms see the Glossary. You can view the Glossary at <u>www.cpq.org/uniform-glossary</u> or call (800) 480-9967 to request a copy.

Important Questions	Answers	Why This Matters:
What is the overall deductible?	\$ 0/Individual/\$0 Family network \$500 Individual/\$1,000 Family out-of-network	Generally, you must pay all of the costs from <u>providers</u> up to the <u>deductible</u> amount before this <u>plan</u> begins to pay. If you have other family members on the <u>plan</u> , each family member must meet their own individual <u>deductible</u> until the total amount of <u>deductible</u> expenses paid by all family members meets the overall family deductible. The network and out-of-network <u>deductibles</u> accumulate separately.
Are there services covered before you meet your deductible?	No.	
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> <u>limit</u> for this <u>plan</u> ?	For network providers, \$2,000 individual / \$4,000 family; for out-of-network providers \$4,000 individual / \$8,000 family	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met. The network and out-of-network <u>out-of-pocket limits</u> accumulate separately.
What is not included in the out-of-pocket limit?	Contributions, (premiums), balance-billing charges, penalties, copays for certain specialty pharmacy drugs considered non- essential health benefits, and healthcare this plan doesn't cover.	Even though you pay these expenses, they don't count toward the out-of-pocket limit.
Will you pay less if you use a <u>network provider</u> ?	Yes. See <u>www.anthem.com</u> or call (844) 812-9207 for a list of <u>network providers</u> .	This <u>plan</u> uses a provider <u>network</u> . You will pay less if you use a <u>provider</u> in the plan's <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the provider's charge and what your <u>plan</u> pays (<u>balance billing</u>). Be aware, your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a referral to	No.	You can see the specialist you choose without a referral.



For Help with Mental Health or Substance Abuse

Anthem BCBS



Benefit highlights

- Outpatient therapies
- Inpatient services
- Medication management



Please note

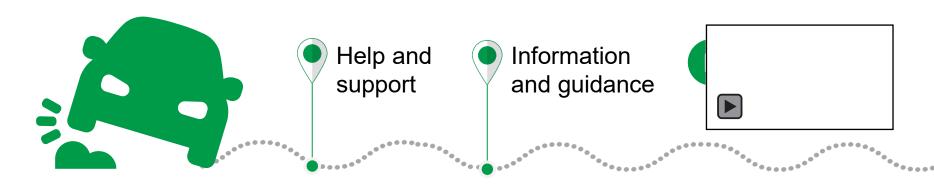
 Preauthorization may be required for certain services



Cigna Employee Assistance Program (EAP)

≡ For the Bumps in the Road

The Employee Assistance Program is here for you



EAP Overview

The Employee Assistance Program is here for you



What it includes

- Up to 10 face-to-face sessions per issue with a Cigna EAP provider
- Unlimited telephonic consultations
- Available to everyone in your household, whether or not they are enrolled in a Medical Trust plan



Getting in touch

- (866) 395-7794
- mycigna.com



Additional points

- Confidential
- No cost to you
- 24/7 availability





Cigna Employee Assistance Program (EAP)

Benefits Enhancement

Get Real Support for Real Life with Talkspace

- Emotional health services are now more accessible to employees and household members
- EAP customers can now use their EAP benefits to connect with Talkspace therapists via messaging or live video sessions
- Engaging with a Talkspace therapist is subject to the same session limits and an EAP code^{*} is needed to begin, just as with any other EAP network counseling sessions
- There is no additional cost to the employee household



Prescriptions



Prescriptions

Things to Know about Our Prescription Benefits

- Generic
- Preferred brand
- Non-preferred brand
- Specialty and SaveonSP
- Retail pharmacy
- Home delivery

Prescription Benefits

Managed by Express Scripts



Benefit highlights

- Generic and brand name medication options
- Accredo specialty pharmacy
 - SaveonSP
- Broad national retail pharmacy network
- Retail and home delivery



Things to remember

- Preauthorization may be required
- Generic or pay the difference
- Retail refill limit
- Home delivery required for maintenance medications



To learn more

- Plan Document Handbook
- Summary of Benefits and Coverage
- express-scripts.com



Prescriptions

Prescription Drug Benefits

Express Scripts—Standard Plan

	Retail	Home Delivery
Deductible	None	None
Generic	Up to \$10 copay	Up to \$25 copay
Preferred Brand-name	Up to \$40 copay	Up to \$100 copay
Non-preferred Brand-name	Up to \$80 copay	Up to \$200 copay
Dispensing Limits	Up to 30-day supply*	Up to 90-day supply

Prescriptions

Prescription Drug Benefits

Express Scripts—CDHP-15

	Retail and Home Delivery
Deductible (combined with medical deductible)	\$1,400 individual / \$2,800 family
Generic	15% coinsurance after deductible
Preferred Brand-name	15% coinsurance after deductible
Non-preferred Brand-name	15% coinsurance after deductible
Dispensing Limits	Up to 30-day supply* (retail) or 90-day supply (home delivery)

Prescription Drug Benefits

Express Scripts—CDHP-40

	Retail and Home Delivery
eductible (combined ith medical deductible)	\$3,500 individual / \$7,000 family
eneric	15% coinsurance after deductible
Preferred Brand-name	25% coinsurance after deductible
Non-preferred Brand-name	50% coinsurance after deductible
Dispensing Limits	Up to 30-day supply* (retail) or 90-day supply (home delivery)



Vision

Benefits Overview

EyeMed Insight Network



Benefit highlights

- Zero copay for annual visit
- \$150 allowance for frames or contact lenses
- Discounts on products/services



Things to remember

- Benefit through
 EyeMed Vision Care's
 Insight Network
- Broad provider network



To learn more

- (866) 723-0513
- eyemedvisioncare.com/ ecmt
- EyeMed mobile app



Vision

Plan Benefits

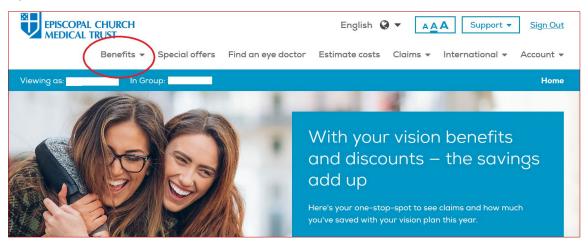
See Summary of Benefits at cpg.org/mtdocs

	Retail	Out-of-Network
Exam (once every 12 months)	\$0 copay	Up to \$30
Frames (once every 12 months)	\$0 copay; \$150 allowance; 20% off balances over \$150	Up to \$47
Standards plastic lenses	\$10 to \$120 copay	Up to \$32 to \$57
Contact lenses Conventional and disposable	\$0 copay; \$150 allowance plus discounts on balances over \$150	Up to \$100
Medically necessary	\$0 copay; paid in full	Up to \$210
Laser vision correction	15% off retail price or 5% off promotional price	N/A

E Accessing EyeMed Resources Online

From homepage, click on "Benefits" menu

eyemedvisioncare.com/ecmt



Or, use EyeMed mobile app (download from Apple Store® or Google Play™)

Hearing

∃ Hearing Aid Benefits

Benefit allowance and hearing aid device discounts

Active Benefit Allowance and Hearing Aid Device Discount

Health Plan

All active plans:
Anthem

Maximum benefit of \$1,500 per year every three years

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Care Management Program

Anthem Health Guide

With one phone call, access help for variety of health situations to ensure the right care at the right time and the right cost.



Anthem Health Guide

- Coordinate care across multiple doctors
- Confirm coverage of various services
- Understand authorizations required for certain treatments
- Get answers to other questions that may arise

Contact Information

- Phone: (866) 236-4365
 Monday through Friday, 8:00 AM to 8:00 PM ET
- Secure email: Visit <u>anthem.com</u> > log in > Customer Support > Message Center
- Chat: Log in at anthem.com > Contact Us > Chat With Us



Telehealth and Virtual Visits–COVID-19 Update

Ξ Care from the Safety and Convenience of Your Home Ξ

24/7/365 access to board-certified physicians



Anthem *livehealthonline.com*

- Access a medical professional through telehealth platforms offered by Anthem
- Connect through your computer or mobile device with the type of doctor you select
- Secure, private chat by video or phone with an available provider in minutes
- Obtain prescriptions for certain medications, if needed



Ξ Care from the Safety and Convenience of Your Home Ξ

Talk to your healthcare provider



- Have an online appointment with your personal healthcare provider
- Secure, private chat through an electronic medium of your provider's choice (e.g., Zoom, Skype, telephonic)
- Obtain prescriptions for certain medications, if needed





Evaluation, Testing, and Treatment E

COVID-19 Healthcare Services

- Copayments, deductibles, and coinsurance fees waived through December 31, 2022 for COVID-19-related healthcare services
 - Evaluation
 - -Testing
 - Treatment



Telehealth and Virtual Visits

COVID-19 Healthcare Services

- Member cost shares waived for services received through our health plan carriers' telehealth platforms through December 31, 2022
- Plan exclusions permanently removed to allow virtual visits with members' personal healthcare providers to be covered at the usual in-person office visit cost share

ECOVID-19 Resource Center

Find more information about COVID-19 benefits coverage



cpg.org/covid19 | See announcements



\Longrightarrow Helping You Navigate the Complexities of Healthcare \equiv



What it includes

- Private, confidential assistance
- Understanding and troubleshooting claims
- Appeals support
- And so much more



Getting in touch

- (866) 695-8622
- HealthAdvocate.com /members

At Your Service

Resources to guide you to your destination

HealthAdvocate.com





Available 24/7 to:

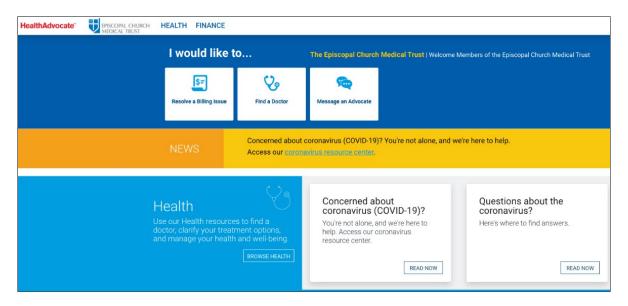
- Verify current providers' network participation
- Locate new participating providers
- Determine out-of-pocket cost differences between plans
- Resolve claims and billing issues



Accessing Resources Online

From homepage, click on topic of interest

HealthAdvocate.com/ecmt





UnitedHealthcare Global Assistance

Benefit Overview

24-hour assistance while traveling



What it includes

- 24/7 assistance when more than 100 miles from home or outside of US
- Referrals and scheduling of treatment
- Assist with replacing prescriptions, stolen/lost travel documents
- Emergency travel resources



Getting in touch

- United States: (800) 527-0218
- Outside the U.S. call collect: (410) 453-6330
- assistance@ uhcglobal.com



E Accessing Resources Online

Follow the on-screen instructions to complete your account setup

members.uhcglobal.com





Log in to your account and find out all the ways that UnitedHealthcare Global Assistance can help you



Next Stop Vendor Resources and Contact Information

E Connecting with Your Benefits

Anthem BCBS

Anthem.com | (844) 812-9207



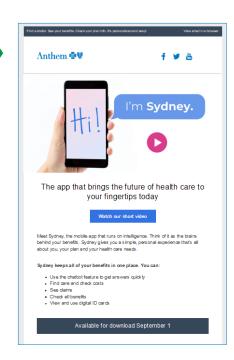
- Find a network provider
- Register for health and wellness programs
- Submit claims and check claims status
- Price medications
- Access telehealth
- Use member app and social media channels
- ...and more!



Connecting with Your Benefits

Anthem BCBS

Register on *Anthem.com* or download the Sydney app from Anthem site, Apple Store®, or Google Play™ (replaces the Anthem Anywhere app)



All your health benefits information in one place:

- Benefit details
- Claims information
- Cost and quality tools
- Care finder tools

Plus:

- Custom content
- 24/7 chatbot assistance
- Access to designated care team





Benefit Overview

Administered by Cigna



Benefit highlights

- Three routine cleanings a year
- \$0 preventive care
- Nationwide network



Things to remember

- Out-Of-Network Balance billing: difference between dentist charge and Cigna allowance
- Cigna DPPO Advantage dentist network



To learn more

- Cigna Dental Handbook
- Summary of Benefits and Coverage
- mycigna.com



Preventive Plan

	DPPO Advantage	DPPO and Out-of-Network
Deductible	\$0 individual / \$0 family	\$0 individual / \$0 family
Annual Benefit Limit	\$1,500	\$1,500
Preventive and Diagnostic Services	No charge	No charge
Basic Restorative Services	20% coinsurance	20% coinsurance
Major Restorative Services	99% coinsurance	99% coinsurance
Orthodontia Services	99% coinsurance	99% coinsurance

Basic Plan

	DPPO Advantage	DPPO and Out-of-Network
Deductible	\$0 individual / \$0 family	\$50 individual / \$150 family
Annual Benefit Limit	\$2,000	\$2,000
Preventive and Diagnostic Services	No charge	No charge
Basic Restorative Services	15% coinsurance	15% coinsurance
Major Restorative Services	50% coinsurance	50% coinsurance
Orthodontia Services	Not covered	Not covered

Dental and Orthodontia* Plan

	DPPO Advantage	DPPO and Out-of-Network
Deductible	\$0 individual / \$0 family	\$25 individual / \$75 family
Annual Benefit Limit	\$2,000	\$2,000
Preventive and Diagnostic Services	No charge	No charge
Basic Restorative Services	15% coinsurance	15% coinsurance
Major Restorative Services	15% coinsurance	15% coinsurance
Orthodontia Services	50% coinsurance	50% coinsurance

^{*}Orthodontia services have a separate limit of \$1,500 per lifetime per person.

Cigna Dental Oral Health Integration Program (OHIP) =

Enhanced dental coverage



For members with the following medical conditions:

- Diabetes
- Heart disease
- Stroke
- Pregnancy
- Head and neck cancer radiation
- Organ transplants
- Chronic kidney disease



Cigna Dental Oral Health Integration Program (OHIP) =

24/7 customer service, no additional charge

Mycigna.com | (800) CIGNA24



- Enroll or find complete program terms and eligible medical conditions
- Qualified members get reimbursed 100% of coinsurance for certain related dental procedures
- OHIP reimbursements not subject to the annual deductible
- Plan annual maximum will apply







Annual Enrollment

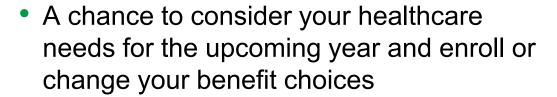
- Three Steps to Annual Enrollment: Learn, Evaluate, Decide
- Enrollment Time
- Top 10 Considerations



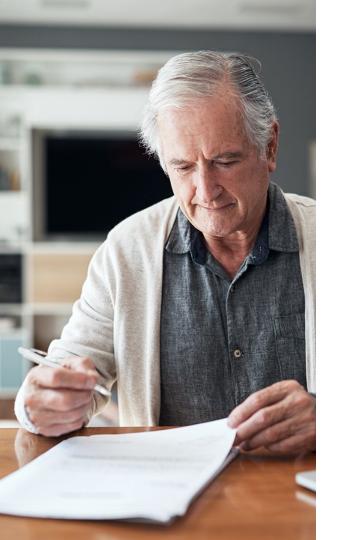
Three Steps to Annual Enrollment: Learn, Evaluate, Decide



Annual Enrollment



 An opportunity to review your personal and dependent information

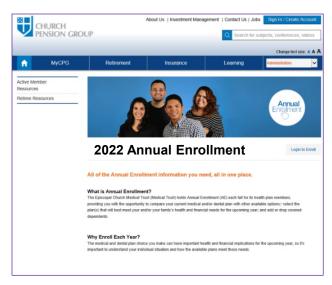




E Step 1: Learn

Learn about your 2022 options

cpg.org/annualenrollment





Customized content

- Active members
- Early retirees
- Retirees



E Visit CPG's Benefits Library

View and download plan-specific materials in one central location

cpg.org/mtdocs



- Annual Enrollment Guide*
- Plan Document Handbooks
- Summaries of Benefits and Coverage
- Claim Forms
- Glossary of Medical Terms
- Regulatory Notices
- Fact Sheets
 - Consumer-Directed Health Plan / Health Savings Account
 - Medicare Secondary Payer Small Employer Exception



Step 2: Evaluate

Are your benefits aligned with your changing needs?



Points to consider

- Use of healthcare
- Provider choice



Out-of-pocket costs

- Individual and family deductibles and out of pocket limits
- Hospital stays
- Annual and lifetime maximums
- Copays and coinsurance



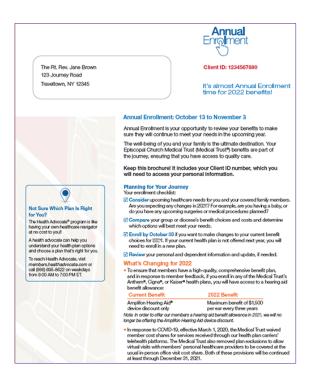
Step 3: Decide

2022 Annual Enrollment will happen between early October and mid-November 2021

Look for a brochure in the mail with your group's enrollment dates and your Client ID



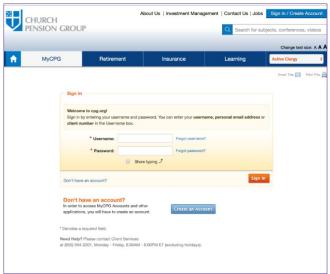




Step 3: Decide

Three Steps to Annual Enrollment: Learn, Evaluate, Decide

annualenrollment.cpg.org





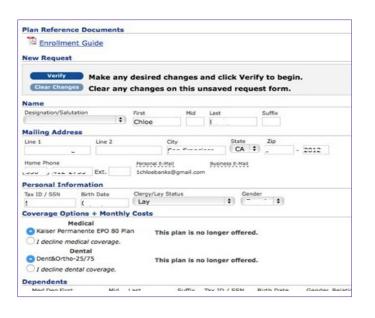
Log in to your MyCPG Account. If you do not already have a MyCPG Account, click on the "Create an Account" link. Go to AE site for complete instructions

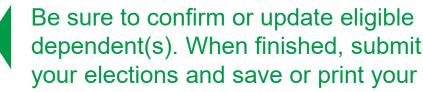
You'll find a link to Annual Enrollment. On the Annual Enrollment website:

- Your personal details
- Your plan options
- Plan comparison table for your group

Step 3: Decide

Three Steps to Annual Enrollment: Learn, Evaluate, Decide





Make your health plan selections

Medical

confirmation.

Dental (if offered by group)





E Key Annual Enrollment Dates

Early October 2021

Your Mailing
Sent



October 13, 2021

Annual Enrollment Begins



November 3, 2021

Annual Enrollment Ends



January 1, 2022

New Plan Year
Begins







∃ Three Steps to Annual Enrollment

Learn, Evaluate, Decide

- 1. Consider you and your family's healthcare needs for 2022
- 2. Compare your plan options: Summaries of Benefits and Coverage at *cpg.org/mtdocs*
- 3. Refer to your group timeline for enrollment deadline
- 4. Enroll using the Annual Enrollment website: *cpg.org/annualenrollment*
- 5. Be sure to review your personal and dependent information and note any changes
- 6. Contact your HR admin if you did not receive an Annual Enrollment brochure or if you missed the enrollment deadline
- 7. No need to re-enroll if your current plan is not changing in 2022
- 8. If you have coverage under a spouse's plan, carefully consider your options
- 9. Plan changes take effect January 1, 2022
- 10. Option to decline coverage for 2022







Medicare Secondary Payer (MSP) Small Employer Exception (SEE)

What is it?

Eligible individuals (or the spouses of eligible individuals) working for small employers may be granted an exception in which Medicare pays primary and The Episcopal Church Medical Trust (Medical Trust) medical plans pays secondary

Medicare Secondary Payer Small Employer Exception Plans

- Employer group health plans usually pay primary for Medicare-eligible members*
- MSP rules also provide an exception for small employers (the Small Employer Exception, or SEE)
- MSP SEE plans are less expensive than the corresponding standard plan because they coordinate claims with Medicare

Under the SEE, Medicare becomes the primary payer and the Medical Trust will pay secondary







Medical Trust: Secondary Payer

■ MSP SEE Eligibility

An employee and their eligible dependents are eligible if they meet each of these conditions



- Employer has fewer than 20 employees in the current and preceding year
- Employer offers MSP SEE plan to employees
- Employee meets standard Medical Trust eligibility criteria
- Employee and/or eligible dependent is 65 or older
- Employee and/or eligible dependent is enrolled in Medicare Part A or Parts A and B (enrollment must be on the basis of age only)

MSP SEE Eligibility (cont'd.)

How does the family plan work if not everyone is age 65+?



Any member of the family under age 65 who meets standard eligibility requirements for coverage under an active employment-based plan will be enrolled in the MSP SEE plan along with the 65+ member who qualified but their benefits will not be coordinated with Medicare.



MSP SEE Resources

cpg.org | cms.gov





cpg.org

- MSP SEE Fact Sheet
- MSP SEE Eligibility Certification Form
- Administrative Policy Manual
- Letter Template for Active Employees Turning Age 65



cms.gov

Small Employer Exception





Additional Resources

- Member Resource Center
- Administrators' Resource Center
- Social media channels
- Client Services



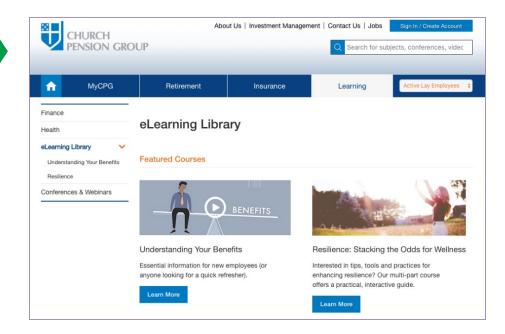
Member Resource Center

E Connecting with your benefits

Learning Center and eLearning Library

Learning in one place, with easy-to-access courses:

- Understanding Your Benefits
- Seeing Your Way to Wellness
- Nutrition
- Resilience
- Facing Dementia





Administrators' Resource Center



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Who to Call

What To Do When

Understanding Your Bills

Documents & Mailings

The Employee Roster

MLPS Changes

Recursos en Español



Latest News & Updates

- Read the latest COVID-19 Administrators Frequently Asked Questions
- See COVID-19 Resource Center for important information for members and Episcopal administrators
- Download and print our updated reference guide to some of the frequently used terms and acronyms a used by CPG
- Download and print updated At-A-Glance Contact Lists. A great resource for you and your members:
 - For Admins a | For Members a



Connecting with CPG and Carriers

Information at your fingertips





- Timely posts about your benefits,
 Annual Enrollment reminders, and more
- Additional social media content on health plan providers' websites

Follow Us! @ChurchPension













At Your Service

Resources to guide you to your destination





CPG Client Services Member Services

- Call (800) 480-9967
 Monday to Friday
 8:30 AM to 8:00 PM ET
- Email mtcustserv@cpg.org



At Your Service

Resources to guide you to your destination





CPG Client Services Administrator Services

- Call (855) 215-5990
 Monday to Friday
 8:30 AM to 8:00 PM ET
- Administrators' Resource Center: cpg.org/ARC
- Admin-assist@cpg.org





Thank you for your participation and feedback!

Please take a moment to complete a brief online survey.

We value your input to ensure that sessions like this are truly helpful.

Here is the survey link:

cpg.org/ibamslearn

Preparing for Your Journey

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