

Frequently Asked Questions:

What preventative care tests are covered?

Please see a list of covered preventive services at www.healthcare.gov/coverage/preventive-care-benefits/

Where can I fill my prescriptions?

Medications can be filled at your local Walgreens and CVS. If you need to remain on a medication for more than 2 months (which is called a maintenance drug) you will need to contact your doctor and have the provider send the prescription to OptumRx mail order service pharmacy. Conveniently, it covers a 90-day supply.

For more info: <https://csjunion.org/index.php/health-and-welfare/maintenance-drugs/>

You will receive a letter in the mail stating that you need to order the medications from OptumRx.

Can I change my bank account that my payment is debited from?

Yes, you can change your bank account if you notify us by the 10th of the month before your payment comes out. Please contact service@uhesllc.com or call 847-564-1640 to do so.

How can I check to see if my provider/facility is in- network?

Please check the provider finder here https://my.providerfinderonline.com/?ci=IL-NOEX-PPO&corp_code=IL&network_id=300000000&geo_location=42.262812,-88.047407&locale=en. Input your zip code and insert your provider or facility name in the search bar.

When will I get my permanent cards in the mail?

You should receive them in the mail in 4-6 weeks. They will come in a plain white envelope so please be sure to look out for them. In the meantime, you should have received a temp ID by email within 3-5 days of your final enrollment being accepted. It will be in an email that is called a “welcome letter”.

Why is only my name on the ID cards? Can I get more cards for my dependents?

The union only prints the subscriber’s name on the cards. When the provider asks for the card, they will call the number on the back to verify, at that time the union will verify your dependents. You can request additional cards by contacting service@uhesllc.com.

Am I able to call BCBS to verify my coverage or get online access to my coverage with Blue Access?

No, this is a union plan that utilizes the BCBS of IL network. Your EOB (explanation of benefits) will come directly from CSJB (Central States Joint Board) in the mail. If you have questions regarding the way the benefits are paid out when you receive an EOB, please contact 312-738-0822.