

Staff Benefits Management & Administrators (SBMA)

Coverage Period: 01/01/2023 – 2/28/2024

IMPORTANT PLAN INFORMATION

GROUP PLAN NAMES	MEC Excel 2023 MEC PLUS RX 2023 MV Zero 2023 MetLife Hospital Indemnity
GROUP PLAN#	JFC
MULTIPLAN/GROUP NAME	JFC TEMPS, INC
Enrollment Call Center	888-385-1125 www.jfctemps@easecentral.com
Member Services Doctor/ Provider Verification	888-505-7724 option 2 888-505-7724 option 1
To find a PHCS Provider for MEC Excel and MEC Plus RX Plan	888-263-7543 www.multiplan.com
To find a PHCS Provider for MV Zero Plan	877-952-7427 www.multiplan.com/phscpracanc
Hospital Indemnity	MetLife
Group #	5957552
Customer Service	1-800-438-6388; Option 2; When asked what product they are calling about, they are to say “Hospital Indemnity”

PRESCRIPTION / SMITH RX PLAN INFORMATION (**MEC Plus & MV Plan Only**)

RX Group	001 JFC
PCN	8001002
Bin	019025
Customer Service	844-454-5201
Website	www.mysmithrx.com

OTHER MISC SERVICES INFORMATION

Healthiestyou: to locate a Dr who can diagnose, treat, and prescribe over the phone 24/7/365	www.member.healthiestyou.com 866-703-1259 or 855-9627
1.800MD: telehealth provider 24/7/365 for acute care illnesses	www.1800MD.com 1-800-530-8666
Singlecare Prescription Drug Saving Program (MEC Excel Plan): Discount on all FDA approved prescription medication.	www.singlecare.com/sbma 866-978-0843

Frequently Asked Questions

Who is the insurance provider?

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Am I eligible for coverage?

All New Hire employees will be offered benefits effective first of the month following 59 days of employment. No auto-enrollment.

Am I able to add my spouse and children to my coverage?

Yes, you may enroll your eligible dependents in the same plan you choose for yourself. Eligible dependents include your legal spouse and your children up to age 26.

How will I be notified when I am eligible for health coverage?

You will be notified via email. Employee will receive an email from HR with a welcome letter and notification that they will receive an additional login email from Ease Central to enroll in the benefit program.

What happens if I ignore the email?

If you do not make a selection by the deadline date in the email sent to you, you will not have another opportunity to elect coverage until the next open enrollment period in February for 2024 unless you have a qualifying event.

What is considered a qualifying event?

A change in your situation such as marriage, divorce, legal separation, death of spouse, birth, adoption, loss of other health coverage, change in your dependent's eligibility status because of age, reduction of hours, or loss of employment. Proof of qualifying event will need to be provided. Once provided, you will be able to enroll, make changes or cancel coverage outside the normal enrollment period. Enrollment must occur within 30-days of the qualifying event.

How do I enroll?

You have two options:

- 1) Click the link in within the Ease Central email, the system will ask you to create a PW. You can then make elections once logged in. After your initial login, you can access your enrollment portal by visiting www.jfctemps.easecentral.com
- 2) To enroll over the phone, call the SBMA call center 1-888-385-1125 between the hours of 11 AM – 7 PM EST.

How do I locate providers participating online?

To locate a provider participating who accept the **MEC Excel or MEC Plus** plan, visit www.multiplan.com and click "Find a Provider" located in the top right-hand corner of the page and follow the steps below.

1. After acknowledging you have read the disclaimer at the bottom of the screen, click on the green "Select Network" button.
2. When selecting your network, choose "PHCS," then "Specific Services."
3. Enter one of the search criteria suggested in the search box to begin your search.
4. If your browser settings don't allow your location to be detected, enter a zip code.

To locate a provider participating who accept the **MV Zero** plan, visit www.multiplan.com/phcspracanc and click “Find a Provider” located in the top right-hand corner of the page and follow the steps below.

1. After acknowledging you have read the disclaimer at the bottom of the screen, click on the green “Select Network” button.
2. When selecting your network, choose “PHCS,” then “Practitioner Plus Ancillary.”
3. Enter one of the search criteria suggested in the search box to begin your search.
4. If your browser settings don’t allow your location to be detected, enter a zip code.

I lost, forgot, or haven’t received my ID card. How does my medical provider verify I have coverage?

Medical providers can call 1-888-505-7724 and choose option 1.

I have questions about the prescription RX plan?

- **SingleCare Discount Program (MEC Excel Plan)** – call 1-866-978-0843 or visit www.singlecare.com/sbma.
- **SmithRx (MEC Plus RX and MV Plan Only)** – call 1-844-454-5201 or visit www.mysmithrx.com

What Pharmacies will accept my prescription card?

- **SmithRx** is accepted at almost 67,000+ pharmacies, including CVS, Target, Costco, Rite Aid and Kroger. To find a complete list or help looking for a pharmacy call 1-844-454-5201 or visit www.mysmithrx.com
- **SingleCare** is accepted nationwide at over 35,000 pharmacies, including CVS, Target, Longs Drugs, Walmart, Kroger, Fry’s, Harris Teeter, Walgreens, Duane Reade and many more.

Do you offer Dental and Vision coverage?

No, but JFC provides a link on JFC’s website under Resources – General Information – click on Dental & Vision Insurance Information and Enrollment Guidelines to be taken to Ameritas website. Employee will be responsible to enroll on their own and pay the provider directly; no payroll deductions.

Who do I call if I have questions about my dental and/or vision coverage through Ameritas?

Contact customer service at 800-300-9566 or Ameritas’ support team at 855-728-7542.

Or via email at star.sales@ameritas.com

I’m looking for the status of my application for dental and/or vision application. Who do I call?

JFC is not involved with the enrollment process. You can contact Ameritas Administration Team at 800-659-2223 or email them at adminserv@employeebenefitservice.com

What number do I call (after enrollment) if I have questions about my MetLife hospital plan?

Call 1-800-438-6388; when asked what product they are calling about, they are to say, “Hospital Indemnity”

Can I cancel/drop the medical coverage?

Employee premium deductions are pre-tax; therefore, the coverage cannot change or cancel until open enrollment unless you have a qualifying life event. (ex. Marriage, divorce, birth, death, loss of other coverage, reduction of hours).

Where can I find information about my coverage?

You can access your benefit anytime by visiting www.jfcstempseasecentral.com and accessing your enrollment portal. You will also find Plan information at www.jfcstaffing.com under Resources – General Information – and clicking any of the links below “ACA Medical Plan and Enrollment Information”

****Spanish version of the plans is also available on JFC’s website****