

Frequently Asked Questions (FAQ) about your new Customer Service.



❑ Who is the new Customer Service Team?

MagnaCare is a national third-party administrator (TPA) operating in all 50 states. They have 34 years of experience serving labor clients. They currently serve 1.3 million members and more than 90 Taft-Harley funds. MagnaCare is fully dedicated to self-funded plans, like ours!

❑ When will the new Customer Service team start?

The new Customer Service team will start on **January 1, 2026**. However, due to the holiday closure, you will be able to contact them starting **January 5, 2026**.

❑ Will the Customer Service phone number or address be changing?

No. The Customer Service phone number and address will stay the same. You can continue to call Customer Service at **844-427-8501**. The Customer Service address will remain **1901 Las Vegas Blvd S., Ste. 107, Las Vegas, Nevada 89104**.

❑ Will other phone numbers or addresses be changing?

Most, if not all, phone numbers will be staying the same. The new Customer Service team will be picking up from the same lines that you regularly call. There may be some changes to addresses on forms and paperwork. The address that will show on all forms will be **1901 Las Vegas Blvd S., Ste. 107, Las Vegas, Nevada 89104**.

❑ Will the Customer Service hours be the same?

Yes. The Customer Service hours will still be the same. We are open **Monday – Friday 8:30am-4:30pm Alaska Time**.

❑ Will any of my Alaska Plan benefits be changing due to the change?

No. Your Alaska Plan health benefits are **NOT** changing. You will keep your same benefits.

❑ Will I get a new ID card?

No. You will continue to keep your current ID card.

❑ Will there be a new Participant Portal that I need to register for?

Yes. We are very excited to offer a **NEW and IMPROVED Participant Portal** starting on January 1, 2026. **In the new year, you will need to use our new Participant Portal instead of the old one.** This new Participant Portal will have better tools and more resources to help you navigate your health benefits. We will send more information about how to register for the new Participant Portal in late December or early January. It is very important to sign up right away in January. Please look out for mailers, texts, and emails about how to sign up for the new Participant Portal. You will also be able to download an app on your mobile device. You can still visit alaskaplan.org/portal to access the new Participant Portal next year.

❑ Will this change impact the quality of care available to me or will there be any impact on doctors or specialist that are in the network?

No. This Customer Service change does **NOT** impact the doctors or specialist in the network. You will continue to have high-quality care and service for you and your loved ones.

❑ What should I expect next?

You should expect to get regular communications, including mailers, emails, and text messages, from us about this important Customer Service transition. You can also expect to receive exceptional service and care from the MagnaCare team who will now be your new Customer Service team. You may also notice some changes to our letters and see MagnaCare's name and logo on some of our communications. As mentioned, you'll get more information about the new Participant Portal soon.

❑ Who should I call if I have any questions or concerns about the Customer Service transition or new team?

Please call the **Advocacy Line** at **844-427-8516** for any questions or concerns related to the Customer Service transition. They are available **Monday – Friday 7am-3pm Alaska Time**. If you need to leave a voicemail, they will call you back within 24-48 hours.

❑ Why did the Alaska Plan decide to switch Customer Service teams?

After many months of careful consideration, we decided to switch Customer Service teams to better serve our Alaska Plan participants. MagnaCare has an outstanding reputation and success record as well as innovative tools and reporting systems that we need to ensure you get the most out of the benefits you work hard for. We are committed to providing all Alaska Plan participants with exceptional service and this new partnership with MagnaCare as our Customer Service team will help ensure that we deliver **Only the Best** to Alaska Plan participants.