

From: **WEA Trust** <info@email.weatrust.com>
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Subject: Maddy Member Portal to End July 31, 2022



Maddy Member Portal to End July 31, 2022

As previously announced, effective December 31, 2022, WEA Trust will exit the health insurance market. You can view the press release regarding WEA Trust's exit from the health insurance market [HERE](#) and an FAQs document [HERE](#).

We have also made the decision to disable the Maddy Portal on July 31, 2022. You will continue to have access to the Maddy Portal until July 31, 2022, including the following capabilities:

- Review Your Benefits
- View Your Recent Claims
- Find a doctor
- Look Up Drug Coverage
- View Deductible Progress
- View and Print ID Cards
- And more

After July 31, 2022, you will no longer have access to log in to the portal.

What's Next?

- **Benefits.** Review your benefits information before the Maddy Portal is disabled.
 - Log in to your [Maddy Portal](#) Account before July 31
 - Click on the Coverage & Benefits tab
 - Scroll down to the section, Current/Future Coverages
 - Click on Current Benefit Summary and/or Current Summary of Benefits and Coverage (SBC) to download and/or print them for future reference
 - **Claims/Deductibles.** Review your claims and deductible progress statuses in the Maddy Portal before July 31, 2022.
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Where Can I Find Information After the Maddy Portal is Disabled?

- **Portal Transition Resource.** We have created a **Maddy Member Portal Transition Web Page** to provide you with the information and updates you need once the Maddy Portal is no longer available.
- **Benefits (AFTER July 31, 2022).** Reach out to our Customer Service Team.
- **Enrollment Changes.** If you have enrollment changes, reach out to your employer's benefits specialist.
- **Pharmacy Information by Navitus.** Questions regarding your prescription drug benefits? Contact your Pharmacy Benefits Manager, Navitus, at **866.333.2757**.
- **Claims/Deductibles.** After July 31, 2022, contact our Customer Service Team at **866.485.0630** or **CustomerServiceCorrespondence@WEAtrust.com**

[Maddy Member Portal Transition Web Page](#)

Questions?

If you have a question after July 31, 2022, email our Customer Service Team at **CustomerServiceCorrespondence@WEAtrust.com** or call them at **866.485.0630**.

Customer Service Hours Will Change

Note: Our hours are changing beginning August 1, 2022. Our Customer Service Team will be available from 8:00 a.m.–4:30 p.m.

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