



**To: All Eligible Members of the IBEW Locals 2330 & 1620 Benefit Plan**  
**From: The Board of Trustees of the IBEW Locals 2330 & 1620**  
**Re: BPA eClaims Submissions and Mobile App Instructions**  
**Date: August 1, 2021**

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The Board of Trustees wish to provide the following information to Members pertaining to changes on how you may wish to submit claims for reimbursement effective **August 1, 2021**.

Submitting paperless claims for insured Major Medical expenses other than Drugs and Basic Dental can be accomplished by downloading the **BPA eClaims** Mobile App or utilizing the member Web Portal online.

Claims such as the following can be submitted by the member via the new **BPA eClaims** Mobile App from the *Apple store* or *Google Play*. Members can also access *eClaims* from their own computer by visiting the website at <https://bpaclaims.onlineclaimsaccess.net>.

- Vision Care
- Orthotics/Orthopedic services and supplies
- Major Dental (Dentures, Bridges, Crowns, Onlays & Inlays)
- Massage Therapy
- Physiotherapy
- Chiropractic Services
- Osteopath
- Podiatrist
- Naturopath
- Speech Therapy
- Psychologist

Members will need to either download the **BPA eClaims** Mobile App or log onto <https://bpaclaims.onlineclaimsaccess.net> and register for their personal account when visiting for the first time. Follow the steps and have your new benefit card ready.

1. Provide the six (6) digit policy (group) number 901729; then your ten-digit unique ID (certificate) number XX2330XXXX or XX1620XXXX depending on your Local Union.
2. Create a username and password and click to sign up.
3. You will then return to the login page where you will be asked to login.
4. Your dashboard will appear providing your claim submission options and status.

*See over*

If you have any questions BPA claims staff will be here to support you.

**Please note:**

- Claims such as Vision Care, Massage Therapy & Major Dental are not automatically adjudicated and will be marked as pending as they do require special attention and further details. These can be submitted either through the **BPA eClaims** Mobile App or as a paper claim.
- Medical Equipment claims such as Hearing Aids, CPAP & TENS machines, and some Diabetic Supplies also may be submitted either through the **BPA eClaims** Mobile App or as a paper claim.
- Other than payment through the benefit card to the drug stores and/or dental offices, benefit payments will not be assigned to any other provider.
- If a drug claim does not go through the benefit card, you must submit a paper claim to Benefit Plan Administrators (Atlantic) Limited.

**Electronic Funds Transfer** for benefit claims reimbursement is also available to you. If you wish to have benefit claims payments/reimbursements entered directly into your bank account then you must complete the enclosed Pre-Authorized Debit (PAD) Agreement Form and return the completed form along with a VOID cheque to Benefit Plan Administrators (Atlantic) Limited.

For all other claim submissions such as **Life Insurance, Critical Illness & Disability benefits**, please complete the existing manual claim forms and submit to the BPA claims department.

Should you have any questions, please do not hesitate to contact the Claims Department, Benefit Plan Administrators (Atlantic) Limited, at 1-888-426-4433 or 902-455-7277.

Possession of this letter does not confirm eligibility for the benefits. You and your dependents must satisfy the eligibility requirements of the Trust Fund and the provisions of the insurance policies.