



TRANSPORT WORKERS UNION

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Important Update: Healthplex System Issue and Coverage Continuity

TWU Local 100 Members,

I am reaching out to provide you all with an update pertaining to the current technical issue affecting the Healthplex/Dentcare system, which has led to a misleading indication of terminated coverage. The attached notice from Healthplex affirms operations will return to normal in the morning. If you continue to encounter issues or have questions, please reach out to a Local 100 representative for assistance.

At this time United Healthcare is assisting in managing back-end system aspects for Healthplex. For verification, your dentist can contact **Provider Services** at **877-363-4627** to confirm coverage and address any potential denials.

As the President of TWU Local 100, I remain steadfast in my commitment to enhancing our dental plan. Your benefits under Healthplex are still active, and we are diligently working to make improvements that better serve our membership.

Future updates regarding your dental benefits will be available on the TWU Local 100 website.

We appreciate your patience and understanding.

Best regards,

A handwritten signature in black ink, appearing to be 'Richard Davis'.

Richard Davis
President
TWU Local 100