

**PHONE:** 800-258-5318

**EMAIL:** [info@narfa.com](mailto:info@narfa.com) (or email your Trust Representative directly)

**HOURS:** 8:00am - 4:30pm

Any calls received before 8:00am or after 4:30pm will be answered by our live answering service.

\*All phone calls, emails, and messages will be returned within 1 business day



## YOUR NARFA MEDICAL PLAN IS MUCH MORE THAN JUST HEALTH INSURANCE

Your NARFA medical plan is much more than just health insurance. We encourage you to use one of the most valuable assets available to you - your dedicated NARFA trust and member service team.

Remember, education about benefits is important not only for open enrollment, but for the entire benefit plan year so that you are properly using the benefits available to you!

### NARFA IS HERE FOR YOU:

- Claim inquiries (denials, amount due, questions, etc.)
- ID card confirmation / resend for medical, dental, & vision
- If you have questions about behavioral and mental health support (EAP)
- Benefit coverage inquiries
- Review / obtain copies of benefit plan summaries
- Check your eligibility and networks
- Assistance with finding providers
- How to use your medical benefits
- Access to program-specific materials and education

### CALL NARFA FOR ALL YOUR MEDICAL PLAN QUESTIONS INCLUDING:

- How much have I spent toward my deductible?
- What do I do if my claim is denied?
- What is my copay for this treatment?
- What happens if I don't use all funds in my HSA?
- Will my insurance cover getting a second opinion?

### THE NARFA BENEFIT CENTER IS YOUR HUB

ADMINISTRATION

NAVIGATION

COMMUNICATION



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