

Pennsylvania Faculty Health and Welfare Fund FAQ

How do I contact the Pennsylvania Faculty (PAFAC) Health and Welfare Fund?

PAFAC Health and Welfare Fund
60 Boulevard of the Allies, 5th FL • Pittsburgh, PA 15222
Ph: 844-865-1137 • Fax: 412-224-4465 • E: pafaculty@cdsadmin.com

Who should I contact for enrollment questions?

Please contact the PAFAC HWF at 844-865-1137 or pafaculty@cdsadmin.com.

Who do I contact for vision benefit/claims questions?

For services incurred on or before January 31, 2019, contact the PAFAC HWF at 844-865-1137. For services incurred after February 1, 2019, log into your National Vision Administrators (NVA) user account (www.e-nva.com), mobile app, or contact NVA at 800-672-7723.

Who do I contact for dental benefit/claims questions?

For services incurred on or before January 31, 2019, contact the PAFAC HWF at 844-865-1137. For services incurred after February 1, 2019, log into your United Concordia Dental user account (www.ucci.com), mobile app, or contact UCCI at 866-568-5994.

How do I submit claims?

For services on or before January 31, 2019, use the [old vision claim form](#) or [old dental claim form](#) and submit it to the Fund Benefit Office in Pittsburgh. (Forms sent to the PO Box in Harrisburg will be forwarded to the Pittsburgh address.)

For services on or after February 1, 2019 at **out of network** providers, use the [NVA vision claim form](#) or the [UCCI dental claim form](#). Reimbursement will be made to the subscriber. You may view the fee schedule for non-network providers by visiting the [UCCI PAFAC Client Corner](#) and selecting 2019 Non-Network Dental Fee Schedule.

For services on or after February 1, 2019 at **in network** providers, you need only show your vision or dental ID card.

All forms are available on the APSCUF website under [Forms and Benefits](#).

How can I search for a network provider?

Use the United Concordia Dental mobile app or visit www.ucci.com and select Find a Dentist. The network is Advantage Plus.

Use the NVA mobile app or visit www.e-nva.com and select Find Provider. The vision group number is 13242000.

I have not received a vision and/or dental card. What should I do?

You may view your ID card or print temporary cards by logging into your NVA and UCCI user accounts (including mobile app).

You may also contact the Fund Benefit Office at 844-865-1137 or email pafaculty@cdsadmin.com.

How do I update my information (add/remove dependents, change my address, etc.)?

You must complete an updated HWF enrollment card which is available in your local APSCUF office.

How have my dental and vision benefits changed?

For the most part, you will not notice a change in your benefits. For services rendered at out of network providers, the Fund reimbursements will be similar to the schedule of allowances previously paid by the Fund. Services at in network providers will usually result in less money from your own pocket. **The sunglass benefit has changed.** Per the vision summary of benefits, "Glass photogrey or transitions are only covered for faculty members when purchasing a pair of Rx sunglasses in lieu of standard eye wear." Members will no longer be reimbursed for regular Rx eyewear and Rx sunglasses in the same calendar year or in alternating back-to-back years. The benefit alternates based on the regular schedule of services which is every two years. Members can purchase sunglasses at a discounted rate from an NVA network provider. **The family deductible for dental is waived.** The annual \$50 per individual per calendar year deductible (maximum of two deductibles per family) is waived for calendar years 2019 and 2020. Please check your vision and dental Summary of Benefits for a complete description of coverage.