

Independence Administrators (“IA”) Plan Frequently Asked Questions - FAQs



New York City District Council of Carpenters
BENEFIT FUNDS

Do I need to find new doctors? *No. The same Doctors and Hospitals that are In-Network with Empire BlueCross BlueShield are also In-Network with IA. There is no need to look for new doctors. Just make sure to update your card information with all of your providers.*

Who do I call for billing issues? *Independence Administrators: 1-833-242-3330.*

Are there any new copays, coinsurance, or deductibles? *No. Other than the name and contact information change, everything else stays the same. Please refer to your most recent Summary Plan Description and or Summary of Benefits and Coverage for more detailed information.*

What steps should I take if a bill for services received on or after January 1, 2023 is denied?

- 1. Check your Explanation of Benefits for the denial or rejection reason (if any).*
 - 2. Make sure your provider has your new card number and plan information on file.*
 - 3. Call Independence Administrators at 1-833-242-3330 to review the issue.*
 - 4. If you don't get a sufficient answer, call the NYCDCC Welfare Fund.*
-