

November 2, 2015

HICKSVILLE CONGRESS OF TEACHERS
C/O J. J. Stanis
377 Oak Street, Suite 406
Garden City, NY 11530

Re: Changes to the Vision Component of your Excess Major Medical Plan: Effective 1/1/2016

Policy Number: XGNY1047

Dear Policyholder:

We are pleased to inform you that effective 1/1/16, ShelterPoint Life, formerly First Rehab Life, is partnering with NVA (National Vision Administrators, L.L.C.), one of the largest national Vision benefit administrators. This change will **provide you with enhanced claims processing capabilities. Processing and administration of your vision claims under your Excess Major Medical policy will transition to NVA.**

Below is a brief summary of what this means for you and your employees:

Here is what stays the same:

- Group/Policy Number
- Your Rates
- Renewal date

Here is what's changing:

- Dedicated toll-free member services telephone number: **877-241-7124**
- Dedicated TDD line (for people with hearing difficulties): 888-820-2990
- Member portal web address: **www.e-nva.com**
- Claim form and EOB (Explanation of Benefits)
- Enhanced web functionality, including:
 - **Submit claims online**
- Claim submission address* (see below)

***The claims mailing address has changed for all Vision clients.**

NVA • Attn: ShelterPoint • P.O. Box 2187 • Clifton, NJ 07015

Please have the claim submitted for reimbursement to our dedicated Vision Claim Administration office.

Download claim forms at www.shelterpoint.com or www.e-nva.com.

**Or submit claims online at:
www.e-nva.com**

Please distribute this updated claims handling information to your covered employees/members.

If you have any questions or concerns, please contact your Broker.

We value your patronage and appreciate the opportunity to be of service to you in the future.

Very truly yours,

ShelterPoint Life



Vision Insurance

Vision Claims Guide

1. How do I submit a claim?

You have the freedom to choose any licensed eye care provider. You will be responsible for 100% of the cost at the time of service and may then submit a claim for reimbursement either **online at www.e-nva.com** or by mail to our dedicated Vision Claim Administrator:



NVA
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P.O. Box 2187
Clifton, NJ 07015

2. How can I check the status of my claim?

- Visit the member portal at: **www.e-nva.com**
- Call the dedicated toll-free member services telephone number: **877-241-7124**