



# SFEW Health & Welfare

## Health Reimbursement Arrangement



**To: Participants in the San Francisco Electrical Workers Health Reimbursement Arrangement**

**Re: New NWPS Health Reimbursement Website and Mobile App**

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NWPS is excited to announce a new NWPS Health Reimbursement website and addition of a Mobile App available on **October 16, 2024**.

Conversion from the current website, WEX Health Card Central, to the new NWPS Health Reimbursement website will occur from October 4<sup>th</sup> to October 15<sup>th</sup>. **There will be no interruption to the use of your Benefit Debit Card during this time.**

If you have an online account on WEX Health Card Central, you will need to re-register your account on the new website or mobile app. Account updates to WEX Health Card Central will end on October 4<sup>th</sup>.

### **Website and Mobile App Features**

**Website:** <https://nwps.lh1ondemand.com>

**Mobile App:** NWPS Health Benefits

The Website and Mobile App will feature easy-to-use Dashboards to efficiently view and manage your account under the San Francisco Electrical Workers Health Reimbursement Arrangement.

You will be able to:

- File a claim online
- Upload receipts and track expenses
- View account balances
- View your account activity, claims history and payment history
- Report a lost/stolen Card and request a new one
- Change your login ID and/or password
- Download plan information, forms and notifications
- Scan for eligible expenses (Mobile App)
- Scan an EOB to create an automatic claim (Mobile App)

### **Website and Mobile App User Setup**

Account Registration will be available on **October 16, 2024**.

**Website:** <https://nwps.lh1ondemand.com>

Under **New User?** click on **Get Started**.

- 1) **User Verification:** First Name, Last Name, Zip Code, and Social Security Number.
- 2) **Security Questions:** Enter answers to 5 security questions.
- 3) **Create Username and Password:** Enter a Username and Password
- 4) **Contact Information:** Mobile Number and Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of mailed paper documents.



**Mobile App:** Download the App from the Apple Store or Google Play:



**NWPS Health Benefits**



**Apple**



**Google**

If you already created an online account at <https://nwps.lh1ondemand.com>, you will use the same Username and Password to access your account on the App.

If you have not setup an online account, select **New User?** to create your account.

- 1) **User Verification:** First Name, Last Name, Zip Code, and Social Security Number.
- 2) **Security Questions:** Enter answers to 5 security questions.
- 3) **Create Username and Password:** Enter a Username and Password
- 4) **Contact Information:** Mobile Number and Email Address

By providing an email address, you will receive communications electronically about your benefits in lieu of mailed paper documents.

For subsequent logins, you can use your username and password or fingerprint ID/face ID (if available on your device).

**Additional Information:**

**1) Will there be a change to my Benefit Debit Card?**

No, you will continue to use your same Benefit Debit Card. There will be no interruption to the card usage.

**2) How do I file a claim?**

a) Effective October 16, 2024, you can submit Claims and upload documentation to the website or mobile app, or

b) Submit paper Claim Form and documentation to NWPS. Contact NWPS for a Claim Form.

**3) Will reimbursement of a submitted Claim be delayed?**

Completed Claim Forms along with documentation received by September 30<sup>th</sup> will be reimbursed by October 3<sup>rd</sup>. Claims received after September 30<sup>th</sup> will be reimbursed as soon as administratively possible after the conversion.

**4) Will there be a delay to the reporting of my contributions?**

Any contributions received during the transition period will be processed after the conversion.

**5) How do I get a replacement Benefit Debit Card?**

Contact NWPS to request a Replacement Card Form. New card requests will be processed after the conversion. After October 16<sup>th</sup>, replacement card requests can be made directly through your account on the new website.

**6) Do I still need to submit requested documentation from a received Request for Information Letter?**

Yes. Card charges prior to the conversion will not be shown on the new website. You will need to submit documentation for requested charges directly to NWPS per instructions on the letter.

**Please contact NWPS with questions at [SFEWHRA@nwpsbenefits.com](mailto:SFEWHRA@nwpsbenefits.com) or 1- 855-512-1170.**