

Frequently Asked Questions

Why does the AWA make insurance benefits available to its members?

We are dedicated to empowering American workers and helping them make sound financial, personal and health decisions. We understand that not all workers have access to affordable benefits, so we bring the buying power of the Association membership together to offer these benefits. The Life Plus ADD membership is available to all AWA members between the ages of eighteen (18) and sixty-four (64).

Are Pre-existing Conditions covered on the AWA Life Plus ADD Insurance Plans?

There are no Pre-Existing Condition exclusions. However, any benefit payable for loss under this coverage must be due to a covered accident occurring after the member's effective date.

Is there a waiting period before members can use their AWA Life Plus ADD plan benefits?

The Term Life benefit has a 30-day waiting period. No benefits will be paid for a claim that occurs during the first 30 days of coverage.

How do the benefits pay?

The insurance pays a lump sum benefit directly to members enrolled on a AWA Life Plus ADD membership plan as shown in the Benefit Description.

How do members locate In-Network providers and facilities?

There is no "In-Network" requirement on the AWA Life Plus ADD plan. Members may go to the doctor, hospital or emergency center of their choice.

When do the plan benefits terminate?

The benefits stay active as long as the membership remains in good standing. However, the Term Life coverage reduces 35% of the original amount at age 65; and reduces 50% of the original amount at age 70. The Accidental Death & Dismemberment benefits remain the same for the duration of the membership.

How do members access their AWA Life Plus ADD plan materials?

Members will receive a "welcome" email from AWA which contains registration instructions for our secure, online member portal, **myhealthmembers.com**. On the Member Portal, members can manage their account and access their plan information, including Membership Guide, Insurance Certificates and more. Members should read through all of their materials carefully, and they can contact Customer Service if they have any questions.

How will members identify the monthly drafts from their account?

All drafts will have "PHS-HEALTH-BILL" listed as the originator of the drafts.

How do members file claims for their benefits?

Members need to log in to the member portal at **myhealthmembers.com**; print the appropriate Claim Form(s); complete and sign; and send completed forms after any loss covered by the policies occurs or begins; or as soon as reasonably possible. Members will find the claim forms in the "Important Documents" section of the member portal. If members need to file a death claim, they need to contact AWA's Customer Service at **(214) 436-8881**.

If members move to another state, will they still be covered under their AWA Life Plus ADD plan?

Members will continue coverage under the Certificate they were issued for their original state of residence.

How do members change their beneficiary?

Members can contact Customer Service at **(214) 436-8881** and one of their friendly representatives will be glad to help them!

Who do members contact if they have additional questions about their membership plan benefits?

Members can contact Customer Service by phone at **(214) 436-8881** or email **customerservice@premierhslc.com** and one of their friendly representatives will be glad to help them!