



IBEW Michiana FAQs

Who do I call if I have questions about my medical or pharmacy plan benefits effective May 1, 2023?

The **Aetna Concierge** line for IBEW Michiana can assist you with any questions or needs at **833-732-1974**.

Who do I call if I have an eligibility question or need to update my address/phone/dependent information?

For updates to your eligibility information, please contact **TIC Corp** at **877-244-9473** or www.ibew153benefits.org.

When will I receive my new Aetna ID card?

Aetna ID cards (combined for medical & pharmacy) will be mailed in mid-April and arrive via US mail to your home address of record. Digital images of your ID cards will also be available online when you register for our secure member website at www.aetna.com and/or download the Aetna Health app.

What is my new group number with Aetna?

The group number (Aetna calls it a control#) for both medical & pharmacy is **0192618**.

What are the pharmacy details - RX number, BIN number, etc. for our new Aetna coverage?

The Concierge line for IBEW Michiana members is **833-732-1974** & BIN is 610502. Members will also want to know their control # 0192618 and either their W ID number from the card or their SSN.

How do I search for providers on the new Aetna medical plans?

You can search for providers at www.aetna.com on the public website pre- effective date following the instructions on the separate flyer/announcement letter. Once you are enrolled and registered for the secure member portal at Aetna.com, you will be able to search providers from within the site without having to choose the plan.