PWGA
Pension & Health Plans
YOUR TRUSTED GUIDE

PWGA MOBILE APP

With this new app, your pension and health data are now available on your phone.

It's safe, secure, and does pretty much anything pension or health-related you can do on the website.
Among other things the app allows you to do:

- Simple navigation buttons make getting to data fast and easy
- Check eligibility
- Check contributions
- Check pension disbursals
- Check EOBs
- Make dependent premiums
- Load health coverage ID into your Apple Wallet so that it is always available
- Contact information for PWGA and health care providers including live links for email and phone calls

THE APP

On the run and want something from the PWGA website? Don't feel like making a trip to your office or finding a place to open up your laptop? Now, you can get the information on your phone. Instantly. Want to check an EOB? Done. Need to pay a dependent premium? No problem. Not sure how much coverage you have left? The answer is a click away. You can do all these things, and more.

GETTING STARTED

The first thing you need to do is obtain the app. Go to the Apple Store or Google Play Store and search for PWGA App. Download it to your phone and you're ready to get started.

Download on the App Store

GET IT ON Google Play

![PWGA Pension & Health Plans - Your Trusted Guide]

FIRST THINGS FIRST

The website was updated and totally redesigned on May 2, 2021. If you already signed in to the new design, then you are good to go. If not, you will need to re-register on the website. This is a one-time only requirement. The site is more secure and more capable than it has ever been, but the significant changes required we change our log-in process.

REGISTRATION

If you haven't re-registered already, the app will take you to the website registration screen.

Just click on REGISTER.

When you are first registering on the PWGA app, you will have to fill out information like your name, WRXA number (on your health card), and so forth.

Then, to make sure it's really you, the PWGA will send an email verification the email address we have on file.
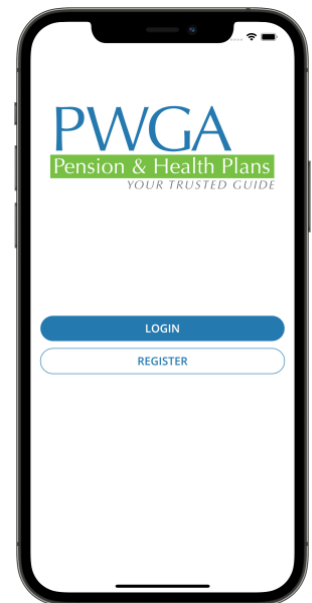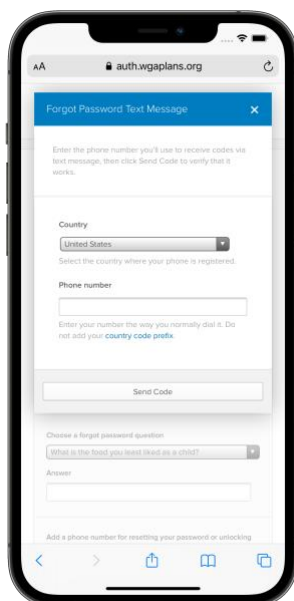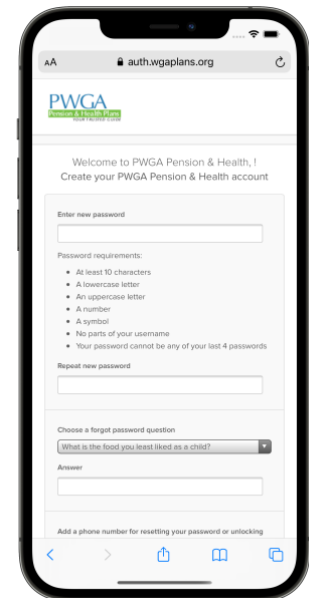
This is what you will see in your inbox:

Click on the link provided in the email to finish your email and activate your app account.

To activate the account, you will have to choose a password. It can be the same one you use on the website or something different. There will also be a section that allows you to set up security questions.


When you have filled out the verification screen and answered all the questions you will be presented with an option to receive a code via email or text. Choose which ever one you prefer.

Click on the "SWITCH TO THE PWGA MOBILE APP" link and you're done.

TUTORIAL

The first time you log in, you will be presented with tutorial slides to show you a little of what the app is capable of.
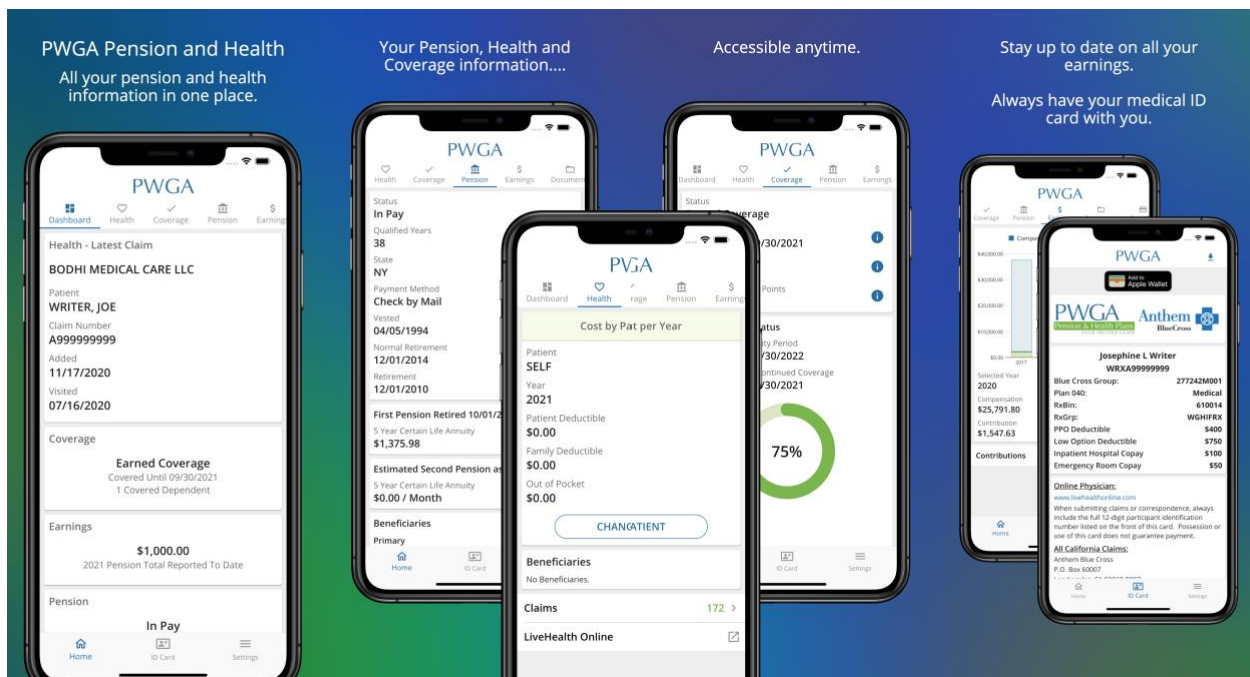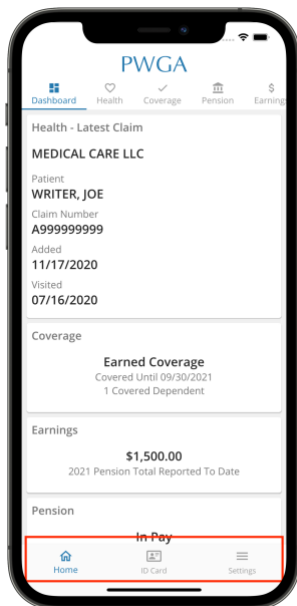
SETUP IS DONE – USING THE APP

Once you have gone through the tutorial screens you will close them and see what will be your Dashboard; this is what you will see every time you use the app in the future.
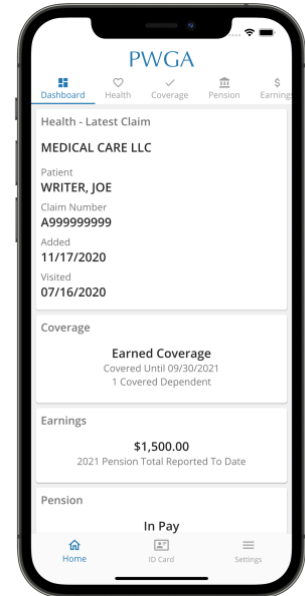
MENU ICONS AND WHAT THEY DO

In addition to the 8 menu items along the top of the screen (more about these later) you will see that there are three icons at the bottom of the screen.

ID CARD

The ID Card icon will take you to your health coverage ID card. You will also find links to all of your medical coverage providers such as Delta Dental. There are a host of phone numbers and one-click links to take you directly to the resource you need, including LiveHealthOnline.
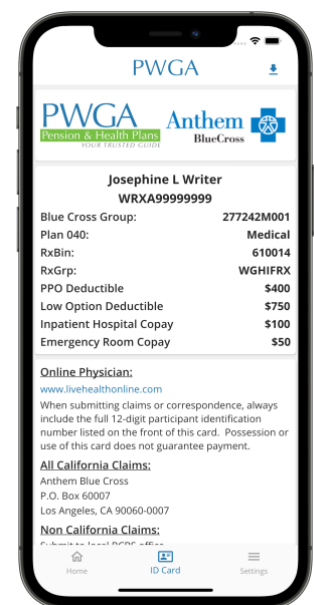
SETTINGS

The final menu item on the bottom of the screen, Settings, allows you to change all your profile information such as email, personal address, phone number, etc.
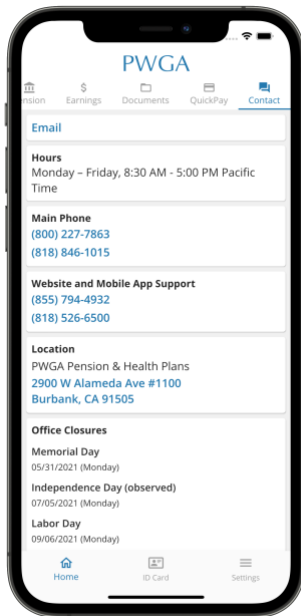
GETTING SUPPORT

If you find that you need help with the app (or should you find a bug and want to report it) simple go to the Help menu item and there will be a live link to the support team's phone number. Just click on it; you don't even have to dial.
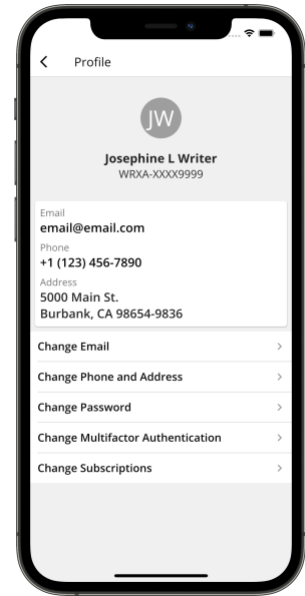
THE ABOUT MENU

The About menu item tells you which version of the software you are using and includes all the technical legal language about the app.
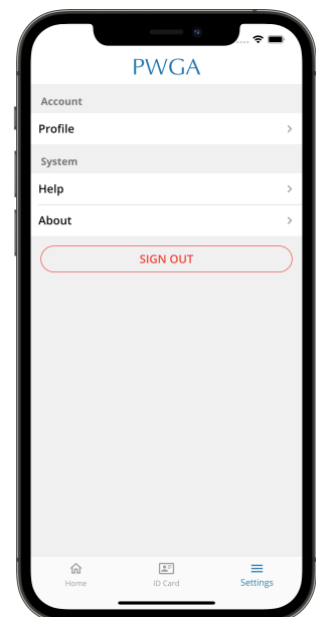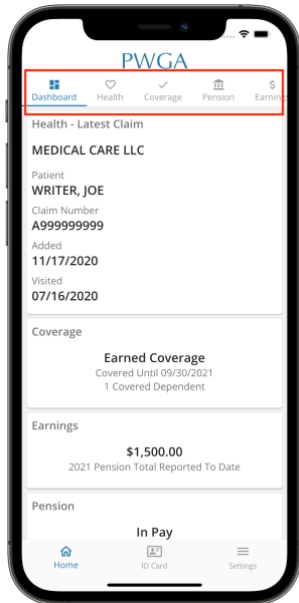
MAIN DASHBOARD OPTIONS

In addition to the three icons on the bottom of the landing screen, there are eight menu items across the top of the screen. You can scroll right or left to get to them. The first menu item is Dashboard. This is the screen you will see every time you log into the app. It is the landing page and provides basic information about health claims, coverage, earnings, and pension status.

THE HEALTH MENU

The Health menu item allows you to see basic information such as how much of the current deductible has been met.
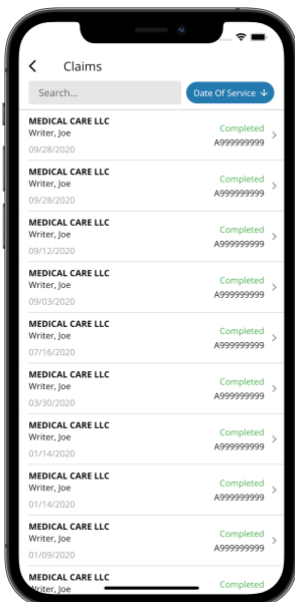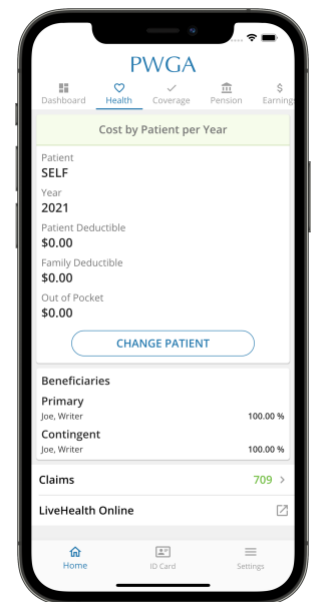
If you click on CLAIMS, you will be taken to a new page that will allow you to search by year, by provider, by patient name, or by status.

THE COVERAGE MENU

The next Menu Item is Coverage. This screen will show you your current status (covered, or not, and how much coverage remains), as well as an indicator of whether or not your dependent premium has been paid, how many qualified quarters you have as Extended Coverage Points and information about how much time is left on your current qualifying period.
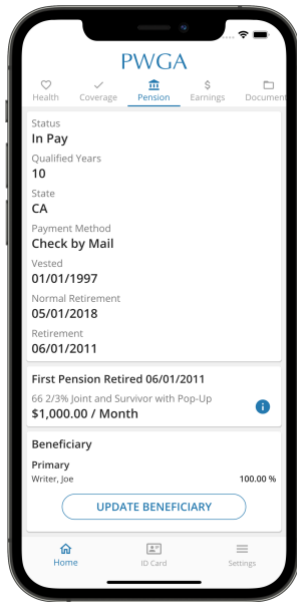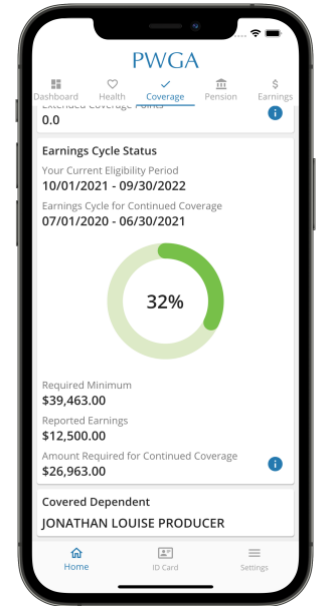
THE PENSION MENU

The Pension Menu Item allows you to see your pension status, an estimate of how much you might receive when you retire, who your beneficiaries are (and the ability to change them), as well as providing you with access to your pension statements which you can sort by several criteria. The final item allows you to generate a pension statement and download it.
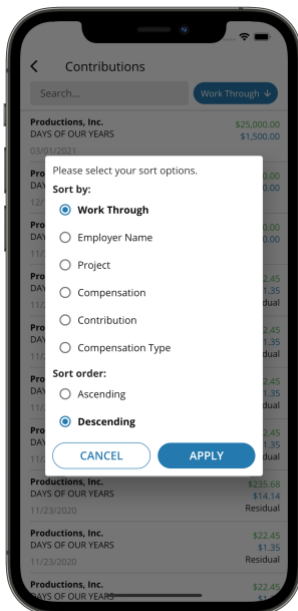
THE EARNINGS MENU

The next Menu Item is Earnings. You will be presented with bar charts for the last several years.
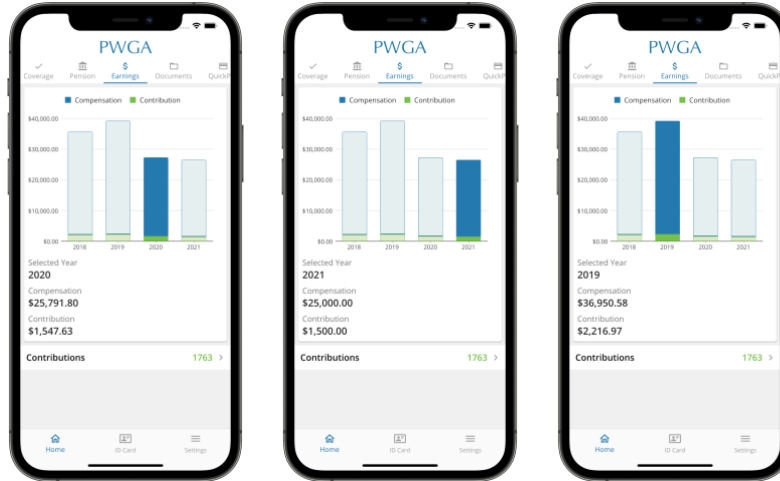
If you click on a particular year the information on this screen will instantly be updated.


If you select the Contributions item towards the bottom of the page you will be taken to a screen which allows you to search by Employer Name, Project, Compensation, Contribution, or Contribution Type. Thus, you can see what each employer paid you, as well as the name(s) of the project(s).

You can also search by employer and see what you have been paid from any given entity over the years.

You can also search by project, compensation received, or contribution amount(s). Please note: Not all compensation may be reportable. If you find a discrepancy, you can contact the Employer Compliance Department for more information: employercompliance@wgaplans.org.

THE DOCUMENTS MENU

The next Menu Item is Documents. It will show your most recent EOBs and other document types such as Tax and Pension Statements.
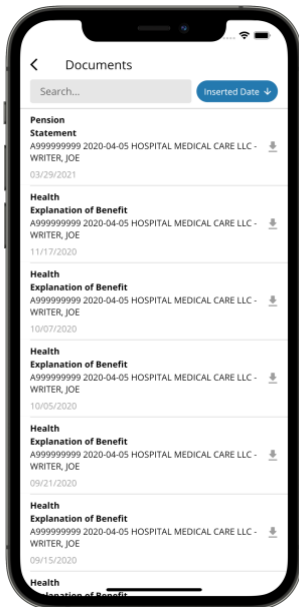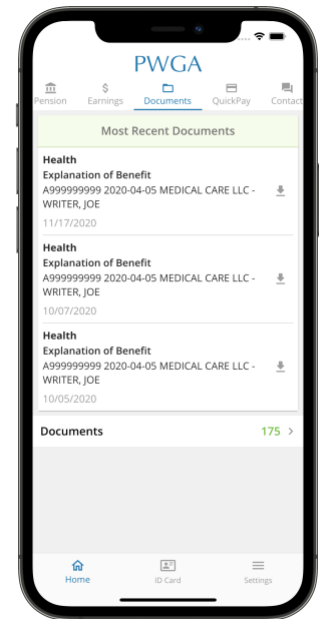
If you click on the Documents selection at the bottom of the Documents page you will be taken to a screen that will allow you to sort by Fund.

You can also search by Document Type and several other attributes.

THE QUICK PAY MENU

The next Menu Item is one people have been asking about for a long time, QuickPay. This shows you whether or not you have paid your most recent dependent premium as well as letting you know when the next one is due.

You can also elect to search previous dependent premium payments and order them with most recent on top, or in ascending order if you prefer.
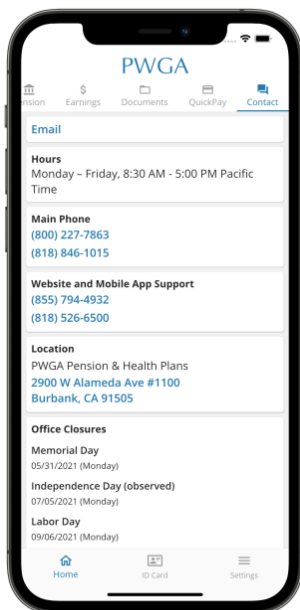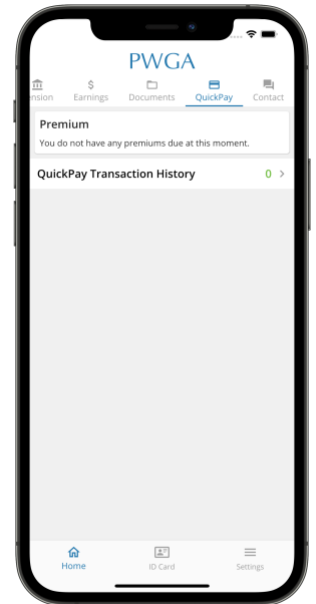
THE CONTACT MENU

The Final Menu Item is Contact. This page provides contact information and hours of operation (including vacation dates when the office is closed) for the Fund Office. The links are all live, so all you have to do is tap them and you will get connected by phone, email, or even get directions to the Fund Office.

If you select the Call Log item at the bottom of the screen you will be presented with a screen that allows you to search for a conversation by date or reason. This can be very useful when you are tracking a specific issue.
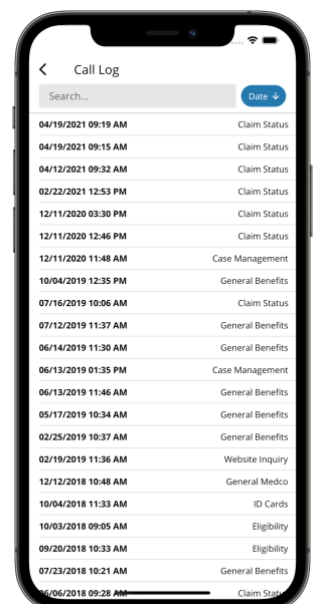
CONCLUSION

This app is safe, secure, and we hope extremely useful. We will be working hard to add features and improve it in every way we can. If you have any thoughts about what works well, what doesn't work, or features you would like to see, please let us know. And as you have learned in this User Guide, you can get hold of us through the app, either by voice or email.