



PLAN PARTNER

ABOUT

CONTACT

IAFF Health & Wellness Trust

IAFFHealthTrust.org

Trust Consultants

DiMartino Associates

Escalated issues, renewal information, and general Trust business

206-623-2430

IAFFTrust@dimarinc.com

MagnaCare

MyCreateHealth.com/employee

Active & Retiree Members

General Member Service, ID Cards, MyCreateHealth member portal and mobile app, Plan Documents, Medical Prior Auth/Precertification, Open Enrollment, Eligibility, and information on the Trust's Life/AD&D benefit

877-624-6219

M-F: 6AM—6PM PT/9AM-9PM ET

IAFFHealthMember@magnacare.com

MagnaCare

MyCreateHealth.com/secure/employer/login

General Correspondence:

IAFF Health & Wellness Trust
PO Box 3582
Seattle, WA 98124-3582

Employers – Eligibility / Billing and Payments

Open Enrollment, Eligibility, & Billing – MyCreateHealth portal information for employers coming soon.

877-624-6219

M-F: 6AM—6PM PT/9AM-9PM ET

Eligibility:

IAFF.EET@magnacare.com

Fax: (516) 222-7591

Payment:

IAFF-Finance@magnacare.com

Payments (EE & ER):

IAFF Health & Wellness Trust
PO Box 3852
Seattle, WA 98134-3852

MagnaCare via MyCOBRAPortal

mycobraportal.com

COBRA Administration

Enrollment, Eligibility, & Billing

866-483-5660

M-F: 5AM—3PM PT/8AM-6PM ET

MySupport@mycobraportal.com

Election Forms & Payments:

My COBRA Portal
PO Box 2080
Omaha, NE 68103