

Employer Portal Finance Training FAQ

IAFF HWT Employer Portal Finance Training & Demo (MyCreateHealth)

September 10, 2026

Important: Draft invoices are available for review from the 15th through the 19th of each month. Employers should review enrollment and billing information during this period. Final invoices are generated and locked on the 20th and must be paid as billed by the 10th of the following month.

Access, Training Resources, and Support

Question	Answer
Where should employers sign in?	Employers should use the Plan Sponsor Login option at MyCreateHealth (www.mycreatehealth.com).
Who should I contact if I cannot access the portal or have a portal issue?	Contact the Enrollment & Eligibility Team at IAFF.EET@magnacare.com or call (877) 624 6219 and select option 3.
Where will the recording, ACH form, contact information, and FAQ be available?	The training meeting recording, ACH/direct-debit form, contact information, and compiled FAQ will be posted to the IAFF HWT TPA Transition Website .

Invoice Review, Timing, and Billing

Question	Answer
Why did the training example appear to show invoices spanning two months?	No. The example shown during training used sample data in a training environment. For example, an invoice issued on September 20 is for October coverage and is due October 10.
When can I review a draft invoice?	Employers may update eligibility, rerun the draft invoice, and verify corrections between the 15 th and 19 th .
When is the invoice final, and what happens to changes made afterward?	The invoice is finalized and locked on the 20 th . Changes entered after the 20 th , including retroactive adjustments or late-added employees, will appear on the next invoice. If the 20 th falls on a weekend or day when billing operations are closed, invoices will be available on the next business day.

Question	Answer
When is payment due if the 10th falls on a weekend?	Payment is due on the next business day when the 10 th falls on a weekend or day when billing operations are closed.
What if our accounts-payable checks are signed after the 10th in some months?	Contact the MagnaCare Finance team IAFF-Finance@magnacare.com to discuss payment timing constraints and obtain guidance.
Are late fees charged when payment is made after the 10th?	No late fees are currently being assessed during the transition period. Employers should continue to pay by the 10 th .
What information appears on the invoice, and how can it be downloaded?	Invoices include the invoice number, covered employees, coverage month, applicable rates, and total amount due. Final invoices may be downloaded in Excel or PDF format.
Where should payments be sent?	Use the payment instructions printed on the invoice. Include the invoice number with a check or electronic payment so it can be matched correctly.
What if I cannot locate the September coverage invoice?	Contact the MagnaCare Finance team IAFF-Finance@magnacare.com . September coverage invoices remain available and can be reissued upon request.

Enrollment and Employee Information

Question	Answer
What should I do if enrollment on the draft invoice is incorrect?	Update the employee in the portal between the 15 th and 19 th and rerun the draft invoice to verify the change. If the employee still does not appear correctly, report the issue before the invoice is finalized and locked on the 20 th .
If I update enrollment, will the change remain in the system, or must I repeat it every month?	Once an eligibility change is entered and processed, it remains in the system and does not need to be re-entered each month. If the change was entered after invoice finalization, verify that it appears on the next draft invoice.

Question	Answer
Can I adjust the amount I pay when the final invoice does not match a later eligibility change?	No. Once the invoice is finalized and locked, payment is due in the amount billed. Any eligibility changes, retroactive adjustments, or enrollment updates processed after invoice finalization will be reflected on a future invoice.
Does the invoice include an employee ID or Social Security number for matching employees?	The downloadable invoice includes the employee's full Social Security number to support employee identification and billing reconciliation.
Can the full Social Security number be masked or changed to a partial number?	Not currently. If the Social Security number is not needed for internal processing, employers should remove or redact the column before saving, sharing, or distributing the file outside their organization.

Payments and Direct Debit

Question	Answer
Why must I record a payment in the portal if MagnaCare records it when received?	Recording the payment acknowledges that the employer reviewed the invoice and billed population, accepts the billed amount, and tells MagnaCare when payment is expected. It also supports tracking and audit documentation.
Does recording a payment in the portal actually send the funds?	No. Recording a payment does not transmit money. The employer must separately send the check, ACH, or wire, or authorize MagnaCare to pull the payment through direct debit.
What do Pending and Applied mean?	Applied: MagnaCare has validated that your payment was received in the Trust's bank account and has been applied to your invoice. Unapplied: MagnaCare was unable to apply your payment to an invoice. This would occur if the payment in the Trust's bank account is a different amount than the payment recorded. Pending: The payment was recorded on the portal, but MagnaCare has not yet validated that your payment was received in the Trust's bank account.
Is automatic ACH or direct debit still available?	Yes. Employers who want MagnaCare to pull payments must complete the direct-debit authorization paperwork. They must review the invoice and record the payment on the portal.

Question	Answer
Where can I obtain the ACH or direct-debit authorization form?	The form will be included with the webinar materials on the IAFF HWT TPA Transition Website or by contacting IAFF-Finance@magnacare.com .
If I completed the ACH form, what day will the payment be withdrawn?	The employer selects or communicates the requested withdrawal date, such as the 5 th or 10 th . If no withdrawal date was specified, contact IAFF-Finance@magnacare.com to confirm or update the preferred monthly withdrawal date (on or before 10 th of each month).

Billing Reconciliation and Escalation

Question	Answer
Who should I contact about unresolved billing issues from the prior vendor?	Send the issue to IAFF-Finance@magnacare.com . Include the employer name, a detailed description of the issue, and the amount that should be reflected. The teams will investigate, coordinate reconciliation with Vimly, and involve DiMartino or schedule a meeting if needed.
What details should I provide when reporting a billing discrepancy?	Provide the employer name, the specific billing issue, the amount shown, the amount expected, and any other supporting detail that will help the team investigate.

Reference links

- [IAFF HWT TPA Transition Website](#)
- [MyCreateHealth Employer Portal](#)