

Employer Portal Training FAQ

IAFF HWT Employer Portal Training & Demo (MyCreateHealth)

August 28, 2026

Access, Training Resources, and Support

Question	Answer
When will employer portal credentials be issued, and when will portal access begin?	Employer portal credentials will be issued by email on September 2, 2026. Portal access will begin on September 2, 2026.
Where should employers sign in?	Employers should use the Plan Sponsor Login option at MyCreateHealth (www.mycreatehealth.com).
Where should technical portal support questions be directed?	The portal landing page provides a general support email address and phone number for portal technical support. This contact is for portal assistance and is not the IAFF HWT-specific Enrollment and Eligibility support channel.
Will a recording of the training be available?	Yes. The recording will be posted to the IAFF HWT TPA Transition website (IAFFHealthTrust.org/TPAtransition). It will not be distributed by email.
Will a portal user guide be available?	Yes. A portal user guide will be released after the finance training is completed. It will also be available in the Forms and Documents section of the Create portal. The release date was not confirmed during the session.
When will billing and finance training occur?	A separate finance training will be held in September 2026. A follow-up communication will provide the session date. The training will cover access to billing, payment, and reconciliation functions in the same portal, and the recording will be posted to the IAFF HWT TPA Transition website (IAFFHealthTrust.org/TPAtransition).

Enrollment, Eligibility, and Member Maintenance

Question	Answer
Are supporting documents required when enrollment or coverage changes are entered?	Supporting documents such as marriage certificates and birth certificates are not required to complete portal enrollment or coverage changes. Documents may be uploaded for the employer's filing purposes. Original enrollment forms are not required, although retaining or uploading them may be helpful. Beneficiary forms are important because they may be needed if a life insurance claim is filed.
Will an updated beneficiary form be provided?	Yes. A new beneficiary form with updated contact information will be provided.
Will employers have access to retiree records?	Yes. Employers will have access to retirees in the portal.
How should a transition from active coverage to retiree coverage be processed?	Active-to-retiree changes should be submitted to the IAFF HWT Enrollment and Eligibility Team. The applicable qualifying life events are currently available to that team for processing in the portal.
How should enrollment with a September 1 effective date be submitted if employer portal access begins September 2?	The enrollment form should be emailed to IAFF.EET@magnacare.com for processing.
Will dependents who reach age 26 be terminated automatically?	Yes. Dependents reaching age 26 will be automatically terminated from coverage, consistent with the current process.
Will notice be sent when an over-age dependent is removed?	A notice will be sent to the employee informing them that their coverage will be terminated because they have exceeded the eligible age. No notice will be sent to the employer; employers can access the applicable reports through the Portal.
How long will uploaded documents and message history remain available?	The portal message history, including documents attached to coverage transactions, can be viewed for up to 60 months, or 5 years.
Will COBRA notices be sent following a qualifying termination?	Yes. COBRA notice generation is triggered following an applicable termination. The demonstration indicated an expected mailing timeframe of 10 to 14 business days.

Open Enrollment and Member Communications

Question	Answer
Who will manage Open Enrollment communications?	DiMartino & MagnaCare will co-manage Open Enrollment.
Will members make Open Enrollment elections online?	Details for Open Enrollment are currently being finalized. Additional information and communications will be shared in the coming weeks.
Will members receive new ID cards because of the transition?	No. Members will not receive new ID cards as part of the transition. Existing member ID numbers will remain unchanged.

Reference links

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