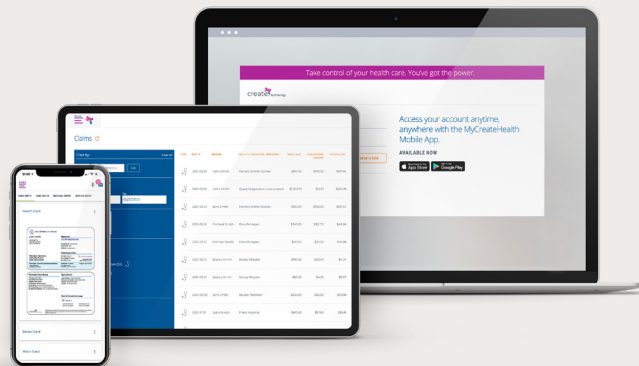




IAFF Health & Wellness Trust

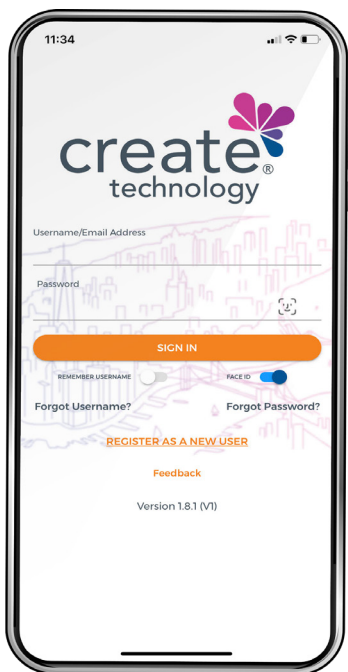
MAGNACARESM

Access your benefits information online and on-the-go



MagnaCare is your health plan administrator and provide customer service and new member tools.

Great news! Through MagnaCare you can enjoy a better online and mobile healthcare experience at MyCreateHealth.com/employee and on the **MyCreateHealth** mobile app.



- ✓ **Check what's covered**
See your eligibility and benefits summary, plan details and other important information
- ✓ **Never forget your ID card**
View, print, or email your card online or from your phone
- ✓ **View your claims**
See your claims and Explanation of Benefits (EOB)
- ✓ **Track your medical costs and balances**
Instantly access your out-of-pocket maximums and other details

Download the MyCreateHealth mobile app



Manage your medical benefits anytime, anywhere — take charge of your health.

Your dedicated MagnaCare customer service team is standing by to answer any questions you may have. You can always find the number on your ID card.

877.624.6219



Registration is easy on the MyCreateHealth online portal

Through our partnership with MagnaCare, you'll have access to the Create[®] Technology platform. You can register on the online portal at MyCreateHealth.com/employee and download the MyCreateHealth mobile app in the App store or on Google Play.

Go to MyCreateHealth.com/employee and register as a new user by following these steps:

1. Select Register as a New User.

Username / Email Address

Password

SIGN IN **REGISTER AS A NEW USER**

5. Fill out username, password, and security question.

Username or Email Address: _____ Confirm Username or Email Address: _____

Password (at least 8 characters) _____ Confirm Password: _____

Secret Question: _____ Answer: _____

NEXT **CANCEL**

2. Enter member ID or Social Security Number (SSN).

Member ID on your health card or SSN

NEXT **CANCEL**

6. Fill out contact info and Save Communication.

* At least one phone number and email address is required.

Home Phone _____ Mobile Phone _____ Work Phone _____ Extension _____

Preferred Phone Number for Communication: HOME MOBILE WORK

Personal Email Address _____ Work Email Address _____

Preferred Email for Communication: PERSONAL WORK

Preferred Method of Communication:
 -Select- _____ English _____

SAVE COMMUNICATION **CONTINUE LATER**

3. Enter Zip Code and Date of Birth.

Member ID or SSN: _____ Name: _____

Zip Code: _____ Date of Birth: _____

NEXT **CANCEL**

4. Review and Accept Terms & Conditions.

Please read and accept Terms & Conditions

CREATE will occasionally update this Privacy Policy to reflect changes in the law or feedback. CREATE encourages you to periodically review this Statement to be informed of how CREATE is protecting your information. Your continued use of this web portal and/or mobile app after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

CONTACT INFORMATION

CREATE welcomes your comments regarding this Statement of Privacy. If you believe that CREATE has not adhered to this Statement, please contact CREATE at CREATE@compliance.fcqibright.com. We will use commercially reasonable efforts to promptly determine and remedy the problem.

View full screen

I accept Terms & Conditions I do not accept Terms & Conditions

NEXT **CANCEL**

7. Save Acknowledgments.

create[®] technology

YOU MAY RECEIVE ELECTRONIC COMMUNICATIONS FROM US

SAVE ACKNOWLEDGEMENTS **CONTINUE LATER**

Once registration is complete, download the MyCreateHealth mobile app on your smartphone. Log in using the same username and password you created at registration.