



Plan Sponsor Portal Quick Start Guide

Navigation Tips & Tricks



**IAFF Health &
Wellness Trust**

MAGNACARESM

First time logging on to the Create® Technology Platform

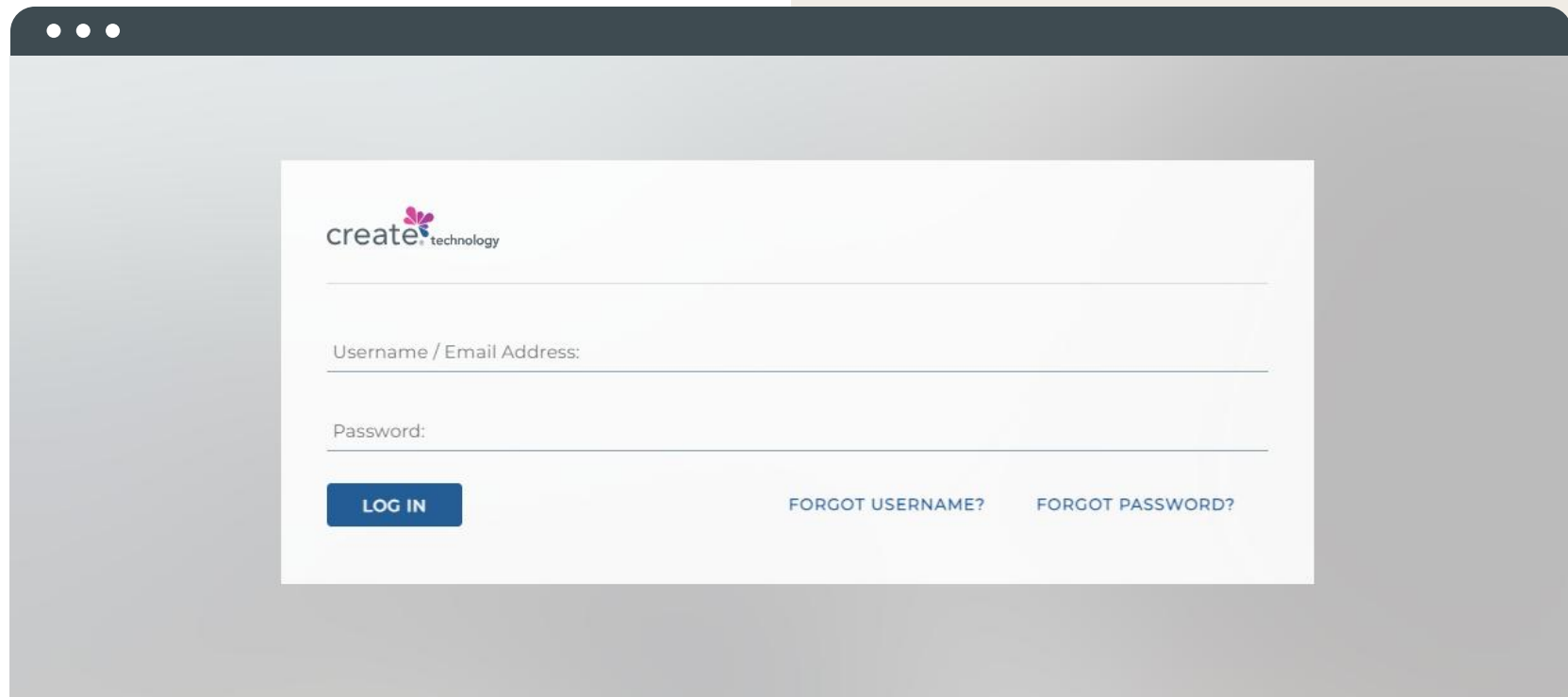
Visit www.mycreatehealth.com/employer

Use this guide as a quick reference when accessing Create tools and their functionality. We have developed a fully integrated platform, tailored to provide your company with an exclusive user experience and best-in-class service.

Let's get started!

As an Administrator using the Client Portal, you will receive an email from Create Technology (if you haven't already) with all the details required to access your profile:

- Your Name
- Your Email Address
- Your Username
- Account Status
- Hyperlink to the Create Technology platform

A screenshot of a web browser window displaying the login page for Create Technology. The page has a dark grey header bar with three white dots. The main content area is light grey. In the center, there is a white rectangular box containing the login form. The form includes the 'create technology' logo at the top left, followed by a horizontal line. Below this is a label 'Username / Email Address:' followed by another horizontal line. Then, a label 'Password:' followed by a horizontal line. At the bottom left of the form is a blue button with the text 'LOG IN' in white. To the right of the button are two links: 'FORGOT USERNAME?' and 'FORGOT PASSWORD?' in blue text.

Navigation Menu

Dashboard: A snapshot view of your employees' participation status and quick links to invoices and payments and employees.

Employees: Complete list of all members and their high-level plan information.

Find a Provider: Search for medical providers, and connect to dental, vision, and prescription companies. Also, see useful links for your employee health programs.

Reporting: View census reports and audience overview reports.

Communications: View communications sent to members and any ID card requests.

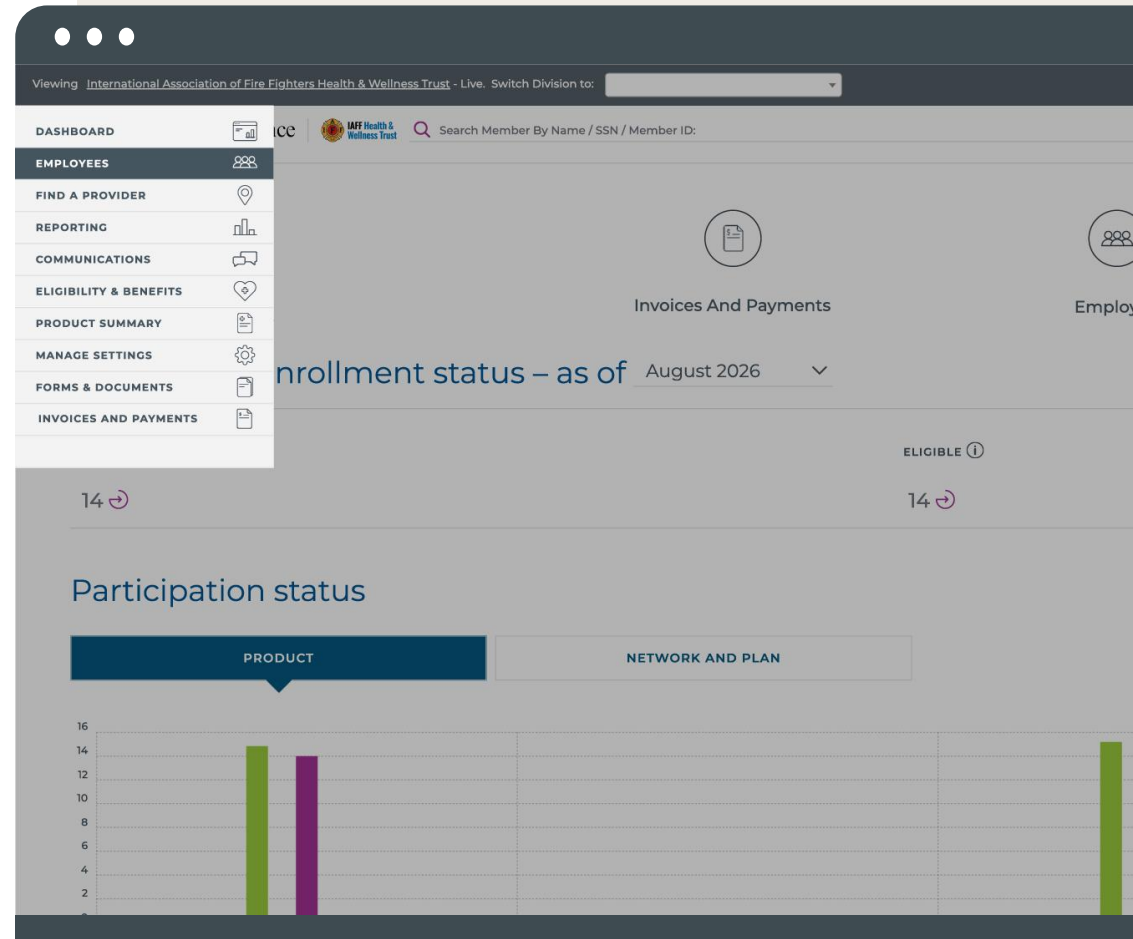
Eligibility and Benefits: Displays member status in the Plan and a snapshot of their benefits and costs.

Product Summary: Displays membership broken down by plan type.

Manage Settings: Displays unread messages for the last 12 months. View your profile details and manage users.

Forms and Documents: View and download plan documents such as the Summary Plan Description (SPD).

Invoices and Payments: View invoices due for payment and payment history.



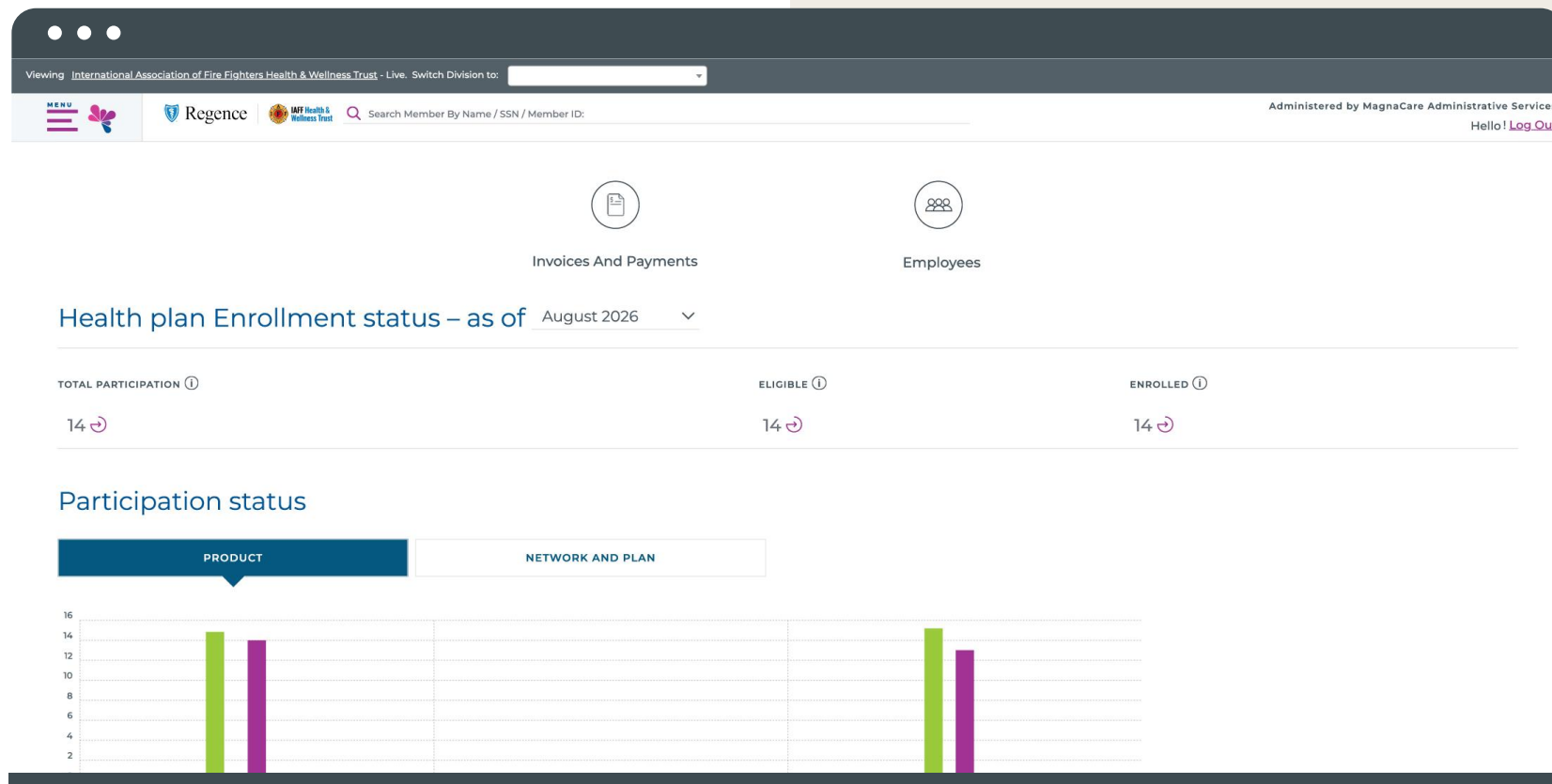
IAFF Health & Wellness Trust

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All product images shown are for illustrative purposes only. Actual product may vary upon customization and enhancement.

Dashboard

The DASHBOARD gives you a snapshot view of your member's enrollment status, network, and health plans.



Employees

View a complete listing of all members as well as their member information, selected plan, network, and enrollment status.

View a specific member's coverage status and demographic information.

Select the member's name, then choose demographic info or coverage status from the navigation bar.

← Back To Dashboard

Employees

ADD EMPLOYEE

TYPE	PLAN	NETWORK	STATUS
☐ NAME ▲	☐ DIVISION ▲	☐ STATE ▲ ☐ MEMBER ID ▲ ☐ SSN(LAST 4) ▲ ☐ BIRTHDATE ▲	☐ SELECTED PLANS ☐ NETWORKS ☐ MEMBER & STATUS CLASSIFICATION ▲ ☐ HEALTH ENROLLMENT STATUS ▲
☐ John Doe	Division B	State 1234 4475 05/07/1987	PPO Plan Regence Active Union ENROLLED
☐ Mary Johnson	Division A	State 1234 2553 07/29/1994	PPO Plan Regence Active Union ENROLLED
☐ Kat Miller	Division C	State 1234 2898 03/10/1977	PPO Plan Regence Active Union ENROLLED
☐ Val Miller	Division A	State 1234 3604 05/30/1973	PPO Plan Regence Active Union ENROLLED
☐ Sam Doe	Division B	State 1234 6750 09/24/1981	PPO Plan Regence Active Union ENROLLED
☐ Mary Johnson	Division A	State 1234 2833 01/06/1984	PPO Plan Regence Active Union ENROLLED

Go to page: 1 1 - 10 of 4,155

Select "Add Employee" to add coverage for new employees.



Employees

Adding a New Employee:

Navigate to the “add new employee” page and enter the employee’s demographic information.

The screenshot shows a web application interface for adding a new employee. At the top, there is a navigation bar with the text "Viewing International Association of Fire Fighters Health & Wellness Trust - Live. Switch Division to: - ALL -". Below this is a header section with logos for "MENU", "Regence", and "IAFF Health & Wellness Trust", along with a search bar labeled "Search Member By Name / SSN / Member ID:". On the right side of the header, it says "Administered by MagnaCare Administrative Services" and "Hello! Log Out".

The main content area is titled "Add new employee" with a "CANCEL" link in the top right corner. The form consists of several fields arranged in a grid:

- *First Name (text input)
- Middle Initial (text input)
- *Last Name (text input)
- Suffix (dropdown menu, currently showing "- Select -")
- *SSN (text input)
- *Gender (dropdown menu, currently showing "- Select -")
- *Date of Birth (text input)
- Language Preference (dropdown menu, currently showing "- Select -")
- Classification (dropdown menu, currently showing "- Select -")
- *Status (dropdown menu, currently showing "Active")
- *Hire Date (text input)
- *Division (dropdown menu, currently showing "- Select -")
- *Employment Type (dropdown menu, currently showing "- Select -")
- Payroll ID (text input)
- Race and Ethnicity (dropdown menu, currently showing "- Select -")

At the bottom of the form, there is a section titled "Disability Information" with a "Status" dropdown menu, currently showing "No Disability".



Employees

Adding Coverage for Employees and Dependents:

To add or change coverage for employees and dependents, navigate to the “Coverage Summary” page and select Add/Change Coverage.

The screenshot shows a web application interface for adding or changing coverage. At the top, there's a dark header bar with three white dots. Below it, the title "Add / Change Coverage" is displayed. A dropdown menu is open, showing options: "Marriage / Domestic Partnership" (selected with a blue bar), "Open Enrollment", "New Hire", "Loss of Other Group Coverage", and "Birth or Adoption of Child". To the right of the dropdown, there's a field for "Event Date" with the value "09/01/2026". Below the dropdown, the main form area is titled "HEALTH PLAN /WITH VISION" and includes a "Cancel" link. The form has two input fields: "Coverage Start Date" (with the value "09/01/2026") and "Coverage End Date". Below these fields, there are two sections: "Plans" and "Networks". The "Plans" section lists several options with radio buttons: "TANSAMERICA MEDICARE SUPPLEMENT", "HUMANA MAPD - HIGH OPTION", "HUMANA MAPD - LOW OPTION", "HUMANA MAPD - SAVER OPTION", "HUMANA - RX OPTION", "UPFFA HDHP 2000 PLAN YEAR (FAM) (RETIREE)", and "UPFFA HDHP 2000 PLAN YEAR (IND) (RETIREE)". The "Networks" section shows a selected option "Regence" with a blue dot.



Find a Provider

Your provider network varies based on your network. Use the provider lookup tool to search for doctors and other healthcare providers in your network. Select the network you want to search to get started.

Viewing International Association of Fire Fighters Health & Wellness Trust - Live. Switch Division to: - ALL -

MENU



Search Member By Name / SSN / Member ID:

Administered by MagnaCare Administrative Services
Hello ! [Log Out](#)

Find a provider

Select a Network:

 **Regence**

MDLIVE	TRANSCARENT	BPAS VEBA
HEALTH EQUITY HSA	AFLAC	HEALTH ADVOCATE
EZSHIELD	SAV-RX	VSP VISION
REGENEXX	PROGNYN	

**Notice:** Provider information contained in this directory is updated on a regular basis and may have changed. Not all provider locations contained in the search results schedule patient appointments. Please check with your provider before receiving services to confirm they are participating and providing services at a certain location.



Reporting

View a census report and audience overview for the plan. Use the view/download icon in purple to view these reports.

Census Report – Shows members and dependents coverage and election for medical products

Audience Overview – Shows how many members have registered on the portal, as well as members who have downloaded the mobile app

The screenshot shows a web application interface for the International Association of Fire Fighters Health & Wellness Trust. At the top, there is a navigation bar with a 'MENU' icon, the Regence logo, and the IAFF Health & Wellness Trust logo. A search bar is present with the text 'Search Member By Name / SSN / Member ID:'. The main content area is divided into two sections: 'AUDIENCE OVERVIEW' and 'CENSUS REPORT'. The 'AUDIENCE OVERVIEW' section has a description 'Overview of member registration and usage of MyCreateHealth portal' and a 'View / Download' link with a PDF icon. The 'CENSUS REPORT' section has a description 'Census Report Description' and a 'View / Download' link with a PDF icon. The top right of the dashboard indicates 'Administered by MagnaCare Administrative Services' and 'Hello! Log Out'.

Viewing International Association of Fire Fighters Health & Wellness Trust - Live. Switch Division to: **- ALL -**

MENU Regence IAFF Health & Wellness Trust Search Member By Name / SSN / Member ID: Administered by MagnaCare Administrative Services Hello! [Log Out](#)

AUDIENCE OVERVIEW	Overview of member registration and usage of MyCreateHealth portal	 View / Download
CENSUS REPORT	Census Report Description	 View / Download



Communications

Here, you can prepare new communications to be sent to your members or view any previously sent communications.

Viewing [International Association of Fire Fighters Health & Wellness Trust](#) - Live. Switch Division to:

- ALL -

MENU



Search Member By Name / SSN / Member ID:

Administered by MagnaCare Administrative Services
Hello! [Log Out](#)

NEW COMMUNICATION

SENT COMMUNICATIONS

Send new communication

Recipients - All divisions

To create a new recipient list, Select Members and execute a Batch Update on the [Member Directory page](#).

Please Select Recipients

Add Cc

To Add CC recipients, Select Members on the [Member Directory page](#).

Cc Recipients, Separated By Commas

Add Bcc

To Add BCC recipients, Select Members on the [Member Directory page](#).

Bcc Recipients, Separated By Commas

Templates

Subject

From

PREVIEW TO SEND COMMUNICATION



Eligibility & Benefits

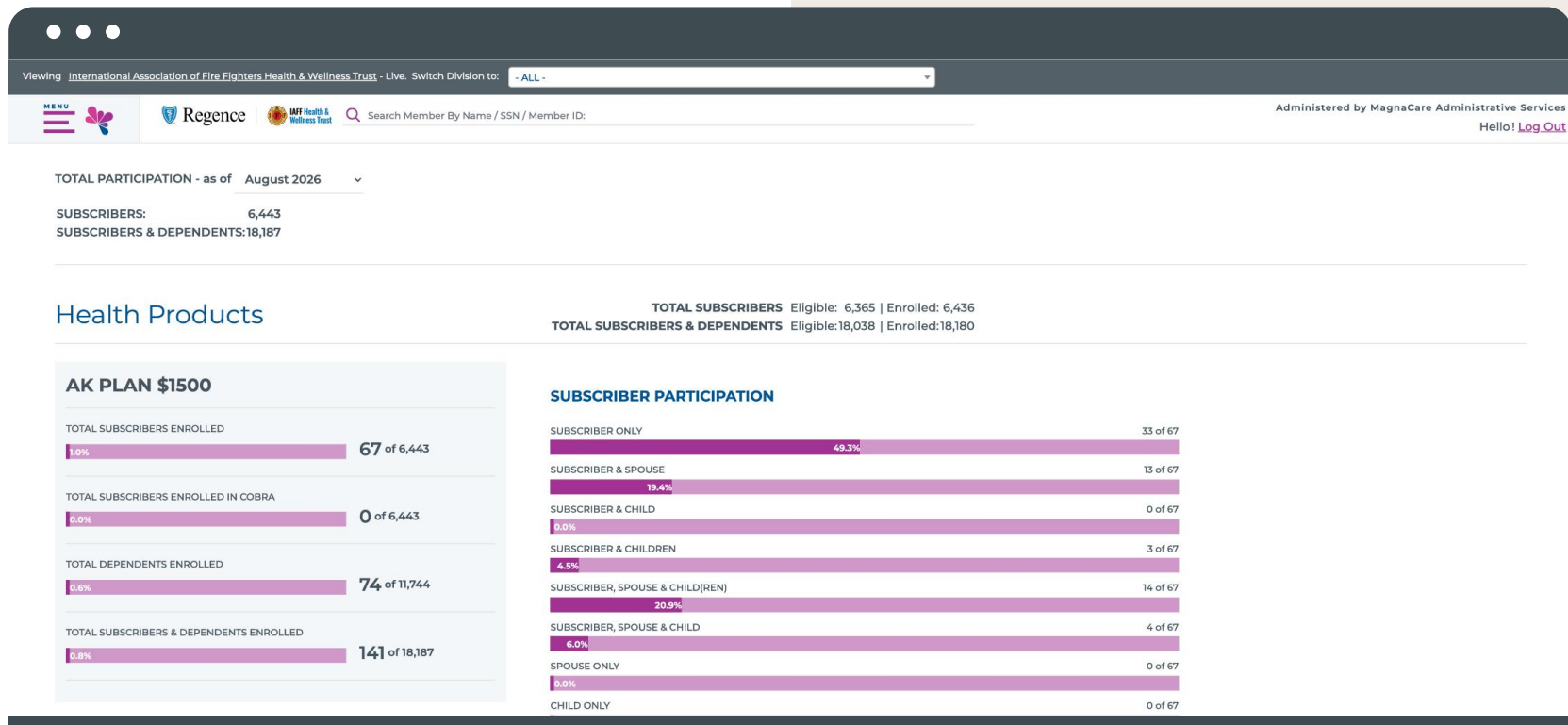
Search by member for eligibility information, a copy of the member's ID card, and deductible information.

The screenshot shows a web application interface for the International Association of Fire Fighters Health & Wellness Trust. At the top, there is a navigation bar with a 'Viewing' dropdown set to 'International Association of Fire Fighters Health & Wellness Trust - Live'. Below this is a header area containing a 'MENU' icon, the 'Regence' logo, the 'IAFF Health & Wellness Trust' logo, and a search bar labeled 'Search Member By Name / SSN / Member ID:'. On the right side of the header, it says 'Administered by MagnaCare Administrative Services' and 'Hello ! Log Out'. The main content area is titled 'Eligibility & Benefits' and contains a search bar with the same label as the header. Below the search bar is a 'Date of service :' field with the value '08/28/2026'. At the bottom of the form are two buttons: 'SEARCH' and 'RESET'.



Product Summary

The product summary page shows the summary of total subscriber enrollment separated by health product.



Manage Settings

Here, you can edit your username and password, view profile details, and manage users for your account by viewing the number of users enabled. Only superusers can make changes.

Viewing [International Association of Fire Fighters Health & Wellness Trust](#) - Live. Switch Division to:

- ALL -

MENU

Regence

IAFF Health & Wellness Trust

Search Member By Name / SSN / Member ID:

Administered by MagnaCare Administrative Services

Hello! [Log Out](#)

YOUR ACCOUNT

COMPANY & EMPLOYERS

MANAGE USERS

LOGIN DETAILS

Your Username:

[Edit Username](#)

CHANGE YOUR PASSWORD

PROFILE DETAILS

First Name:

Last Name:

Title:

DOB:

Phone:

EDIT PROFILE DETAILS

INTERNATIONAL ASSOCIATION OF FIRE FIGHTERS HEALTH & WELLNESS TRUST

- DEFAULT -

ROLE:

ADMINISTRATOR GROUP

1. Access all menu functions

2. View/change employer demographic information

3. Add/deactivate users or update permissions for existing users (note: this feature may not be available for all clients)

4. Request ID card for member

5. Login as member

EMPLOYERS:

ANCHORAGE FIRE DEPARTMENT [5001] [36], CITY OF KETCHIKAN [5002] [27], FAIRBANKS FIREFIGHTERS ASSOCIATION [5003] [5], WATERBURY FIRE [5004] [57], EAST HADDAM FIRE DEPARTMENT [5005] [44], TOWN OF LEDYARD [5006] [46], POQUONNOCK FIRE DEPARTMENT [5007] [58], CROWWELL FIRE DEPARTMENT [5008] [62], TOWN OF EAST HARTFORD FIRE DEPARTMENT [5009] [69], TOWN OF EASTON FIREFIGHTERS [5010] [70], THOMPSONVILLE FIRE DISTRICT #2 [5011] [40], CITY OF MERIDIAN [5012] [52], CALDWELL FIRE [5013] [59], WILDER FIRE PROTECTION DISTRICT [5014] [63], ZION LOCAL 1999 [5015] [60], WINFIELD FIRE [5016] [53], WAUCONDA FIRE DISTRICT [5017] [67], PINGREE GROVE [5018] [68], CENTRAL LYON COUNTY FIRE [5019] [61], CENTRAL PIERCE F&B ADMIN (NON-SEPL) [5020] [09], CENTRAL PIERCE F&B ADMIN (OREUN) [5021] [08], BOTWELL FIRE FIGHTERS [5022] [09], CITY OF ABERDEEN



Forms & Documents

Use FORMS & DOCUMENTS to view and download Plan documents such as Forms.

Viewing International Association of Fire Fighters Health & Wellness Trust - Live. Switch Division to: - ALL -

MENU



Search Member By Name / SSN / Member ID:

Administered by MagnaCare Administrative Services
Hello! [Log Out](#)

Forms & Documents

Select Category
Other Documents

Name	Employer	Category	Action
SUMMARY OF BENEFITS AND COVERAGE "SBC" FOR PLAN \$1000E	BIG SKY FIRE DEPARTMENT [5106] [116]	Other Documents Uploaded: 6/16/2026 10:20 AM	 View/Download
BENEFIT BOOKLET FOR PLAN \$1000E	BIG SKY FIRE DEPARTMENT [5106] [116]	Other Documents Uploaded: 6/16/2026 10:20 AM	 View/Download
BENEFIT BOOKLET FOR PLAN \$300E	ARIZONA FIRE & MEDICAL ASSOCIATION [5105] [118]	Other Documents Uploaded: 6/15/2026 9:33 AM	 View/Download
SUMMARY OF BENEFITS AND COVERAGE "SBC" FOR PLAN \$300E	ARIZONA FIRE & MEDICAL ASSOCIATION [5105] [118]	Other Documents Uploaded: 6/15/2026 9:33 AM	 View/Download
BENEFIT BOOKLET FOR HSA \$5000E	ARIZONA FIRE & MEDICAL ASSOCIATION [5105] [118]	Other Documents Uploaded: 6/15/2026 9:32 AM	 View/Download
SUMMARY OF BENEFITS AND COVERAGE "SBC" FOR HSA \$5000E	ARIZONA FIRE & MEDICAL ASSOCIATION [5105] [118]	Other Documents Uploaded: 6/15/2026 9:32 AM	 View/Download



Invoices & Payments

Use INVOICES AND PAYMENTS to review payments due and to view all invoices submitted.

Viewing [International Association of Fire Fighters Health & Wellness Trust](#) - Live. Switch Division to:

- ALL -

MENU

 Regence

 IAFF Health & Wellness Trust

 Search Member By Name / SS...

Administered by MagnaCare Administrative Services
Hello! [Log Out](#)

INVOICES DUE ALL INVOICES PAYMENT STATUS

Invoices: 7/1/2026 - 9/30/2026

< >

Search for Invoice

[Reset](#)

Filter by:

All

 Paid Unpaid



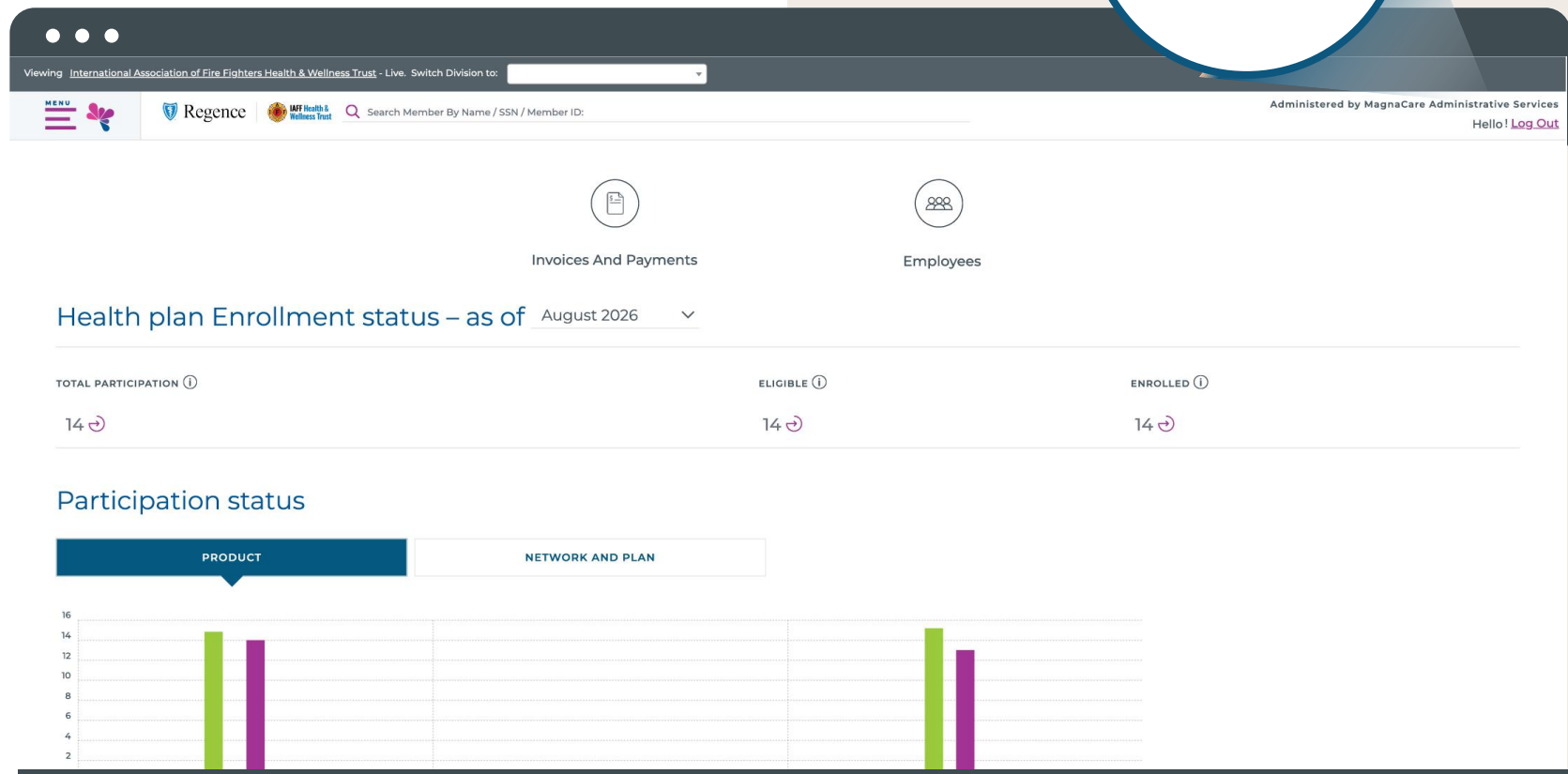
IAFF Health & Wellness Trust

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Logging Out

To log out of the Portal, select Logout in the upper right-hand corner of the page. This will bring you back to the Login page.



The screenshot shows the MagnaCare Administrative Services portal. In the top right corner, a circular callout highlights the 'Hello! Log Out' link. The portal header includes the MagnaCare logo, the IAFF Health & Wellness Trust logo, and a search bar. The main content area displays 'Invoices And Payments' and 'Employees' sections. Below these, the 'Health plan Enrollment status – as of August 2026' is shown. A table summarizes participation status:

TOTAL PARTICIPATION ①	ELIGIBLE ①	ENROLLED ①
14 ↻	14 ↻	14 ↻

Below the table, the 'Participation status' section features a bar chart comparing 'PRODUCT' and 'NETWORK AND PLAN' participation. The chart shows 14 participants for both categories.

Need Assistance?

If you have questions or are experiencing any difficulty navigating through the Create Technology Portal, please do not hesitate to reach out and contact us.

To reach Customer Service email us at
IAFF.EET@magnacare.com



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