

November 1, 2016

**TO: ALL PLAN PARTICIPANTS**  
AFL HOTEL & RESTAURANT WORKERS HEALTH & WELFARE TRUST

**FROM:** Board of Trustees

**SPECIAL ANNOUNCEMENT**

Effective January 1, 2017, Pacific Southwest Administrators (PSWA) will be the new Claims Administrator for you and your eligible dependents.

We are working to make sure that the transition from the current Claims Administrator, Hawaii Mainland Administrators (HMA) to PSWA will be seamless; however, we appreciate your patience and support during this changeover.

Because **PSWA will be replacing HMA** as the Claims Administrator for the Indemnity Plan (PPO), **effective January 1, 2017, new benefit identification cards will be sent to you on or about December 15, 2016.** In addition, PSWA will have its office in the same building as the Trust Administrator, Benefit & Risk Management Services (BRMS). Effective January 1, 2017, PSWA address and contact information is as follows:

PACIFIC SOUTHWEST ADMINISTRATORS  
560 N. Nimitz Hwy., # 217E  
Honolulu, Hawaii 96817  
PH: (844) 357-1081

For claims inquiries, please continue to contact HMA at (808) 951-4621 through December 31, 2016. Effective January 1, 2017, contact PSWA at (844) 357-1081 with your claims inquiries.

In addition, effective immediately, Hawaii Community Health Alliance is your new local Health Care Provider Network. For a list of network providers, please visit your Trust Fund website: [www.unitehere5trustbenefits.com](http://www.unitehere5trustbenefits.com). This new network will have no impact on your benefits or the claims administration services.

Thank you,

BOARD OF TRUSTEES