



Client Portal Union Member User Guide

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INTRODUCTION

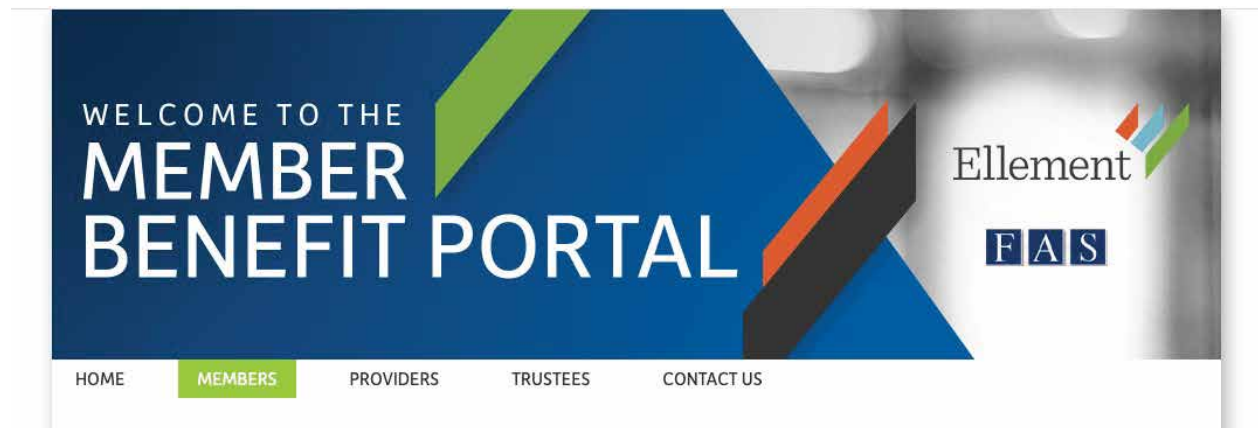
Using the **Member section** of the website, you can confirm your hour bank eligibility and look up the hours which have been reported on your behalf*. You can access claims and payment information, forms and booklets, and your Benefit Summary.

The Benefit Summary outlines the dependents that you have registered on the plan. It also details the start and end date of your most recent continuous period of eligibility.

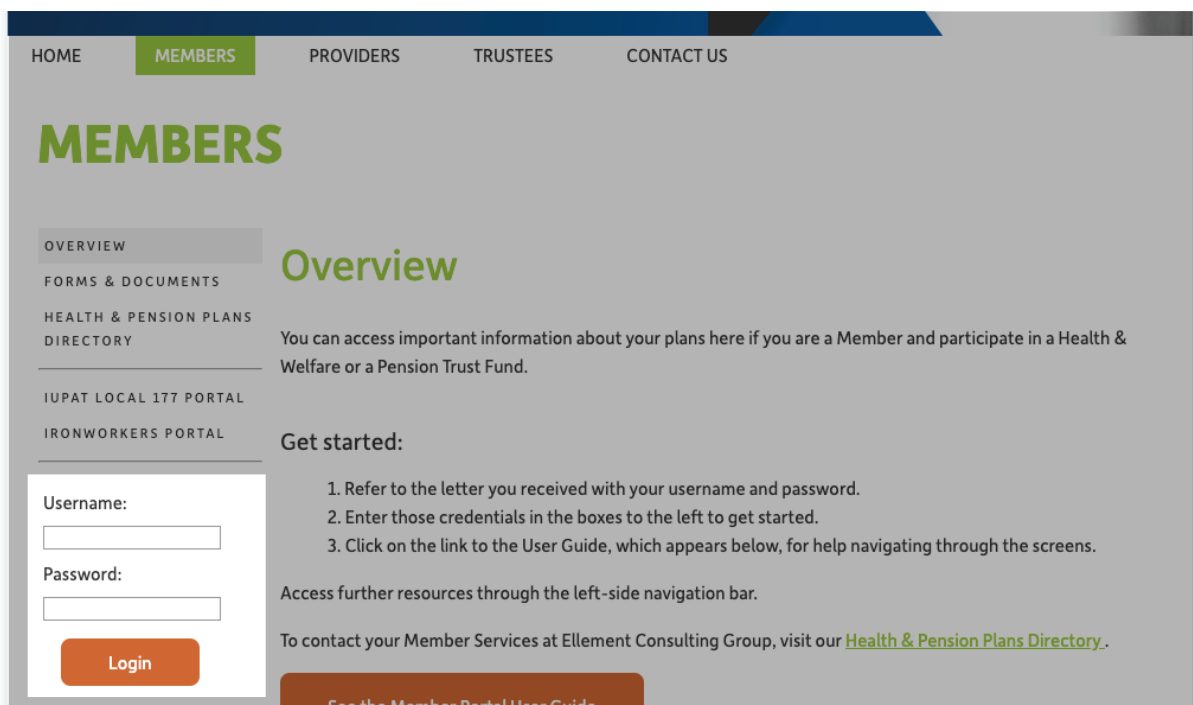
**Only hours on and after January 1, 2009 are available at this time.*

ACCESSING INFORMATION SPECIFIC TO YOU AND YOUR FAMILY

To access your specific information, select the **Members** tab.



To access information specific to you, enter your username and password. You should have received a letter with your login and password. Please contact our office if you need us to send you another copy of this letter.



Once you have logged in and after you agree to the terms of use, you will see a menu on the left side of your screen that provides you with several options. Each section is detailed on the following pages.

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MEMBERS

- OVERVIEW
- FORMS & DOCUMENTS
- HEALTH & PENSION PLANS DIRECTORY
- IUPAT LOCAL 177 PORTAL
- IRONWORKERS PORTAL
- ACCOUNT INFORMATION
- FORMS AND DOCUMENTS
- PAID CLAIMS
- UNPAID CLAIMS
- PRE AUTHORIZATIONS
- BENEFIT SUMMARY
- HOUR BANK ELIGIBILITY
- WORK HISTORY INQUIRY

Logout

Overview

You can access important information about your plans here if you are a Member and participate in a Health & Welfare or a Pension Trust Fund.

Get started:

1. Refer to the letter you received with your username and password.
2. Enter those credentials in the boxes to the left to get started.
3. Click on the link to the User Guide, which appears below, for help navigating through the screens.

Access further resources through the left-side navigation bar.

To contact your Member Services at Ellement Consulting Group, visit our [Health & Pension Plans Directory](#).

[See the Member Portal User Guide](#)

New Member Sites

Members of the Alberta Ironworkers or the IUPAT Local 177 Benefit Plans can access dedicated websites and member portals with information specific to your Health and Pension plans.

[Visit the Alberta Ironworkers Website](#)

[Visit the IUPAT Local 177 Website](#)

ACCOUNT INFORMATION

The account information window allows you to update your password, address, phone number, and email address.

The screenshot shows a web portal interface. At the top is a navigation bar with links: HOME, MEMBERS (highlighted in green), PROVIDERS, TRUSTEES, and CONTACT US. Below this is a large green header for 'MEMBERS'. On the left is a sidebar menu with the following items: OVERVIEW, FORMS & DOCUMENTS, HEALTH & PENSION PLANS DIRECTORY, IUPAT LOCAL 177 PORTAL, IRONWORKERS PORTAL, ACCOUNT INFORMATION (highlighted in grey), FORMS AND DOCUMENTS, PAID CLAIMS, UNPAID CLAIMS, PRE AUTHORIZATIONS, BENEFIT SUMMARY, HOUR BANK ELIGIBILITY, and WORK HISTORY INQUIRY. At the bottom of the sidebar is a brown 'Logout' button. The main content area is titled 'Account Information' in green. Below the title, it says 'Please select an option below:' followed by a list of two links: 'Change My Password' and 'Update Address/Phone Number/Email'.

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Account Information

Please select an option below:

- [Change My Password](#)
- [Update Address/Phone Number/Email](#)

Address & Contact Information Updates

The Employee's last address, phone number, and email on file with our office is displayed on the "Change Address" page. Enter any necessary changes to the Employee's information, select an effective date and then click the "save button". Employees are unable to choose an effective date which overlaps with an existing address record. *(Image on next page).*

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Account Information

Change Address:

Address

Address1

Address2

City

Province

Country

Postal Code

Phone Number ext

Email Address

After making your changes, please enter an effective date and click save. Otherwise, return to the Account Menu without saving any changes.

Effective Date

Save

[Return to Account Menu](#)

Passwords

You should change your password the first time you log into the system. Passwords must be at least 8 characters in length and must include at least one numeric character. Passwords are case sensitive but the login field is not. If you change your password and cannot remember it later on, contact our Call Centre who will be able to reset your password for you.

The screenshot displays the 'MEMBERS' section of a web portal. The top navigation bar includes links for HOME, MEMBERS (highlighted), PROVIDERS, TRUSTEES, and CONTACT US. The main heading is 'MEMBERS'. On the left, a sidebar menu lists various options: OVERVIEW, FORMS & DOCUMENTS, HEALTH & PENSION PLANS DIRECTORY, IUPAT LOCAL 177 PORTAL, IRONWORKERS PORTAL, ACCOUNT INFORMATION (highlighted), FORMS AND DOCUMENTS, PAID CLAIMS, UNPAID CLAIMS, PRE AUTHORIZATIONS, BENEFIT SUMMARY, HOUR BANK ELIGIBILITY, and WORK HISTORY INQUIRY. At the bottom of the sidebar is a 'Logout' button. The main content area is titled 'Account Information' and features a 'Change Password' section. This section includes a heading 'Change Password:', a password requirement note, three input fields for 'Current Password:', 'New Password:', and 'Confirm Password:', a 'Change Password' button, and a 'Return to Account Menu' link.

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Logout

Account Information

Change Password:

Passwords must be at least 8 characters in length and must contain at least one alpha character and one numeric character.

Current Password:

New Password:

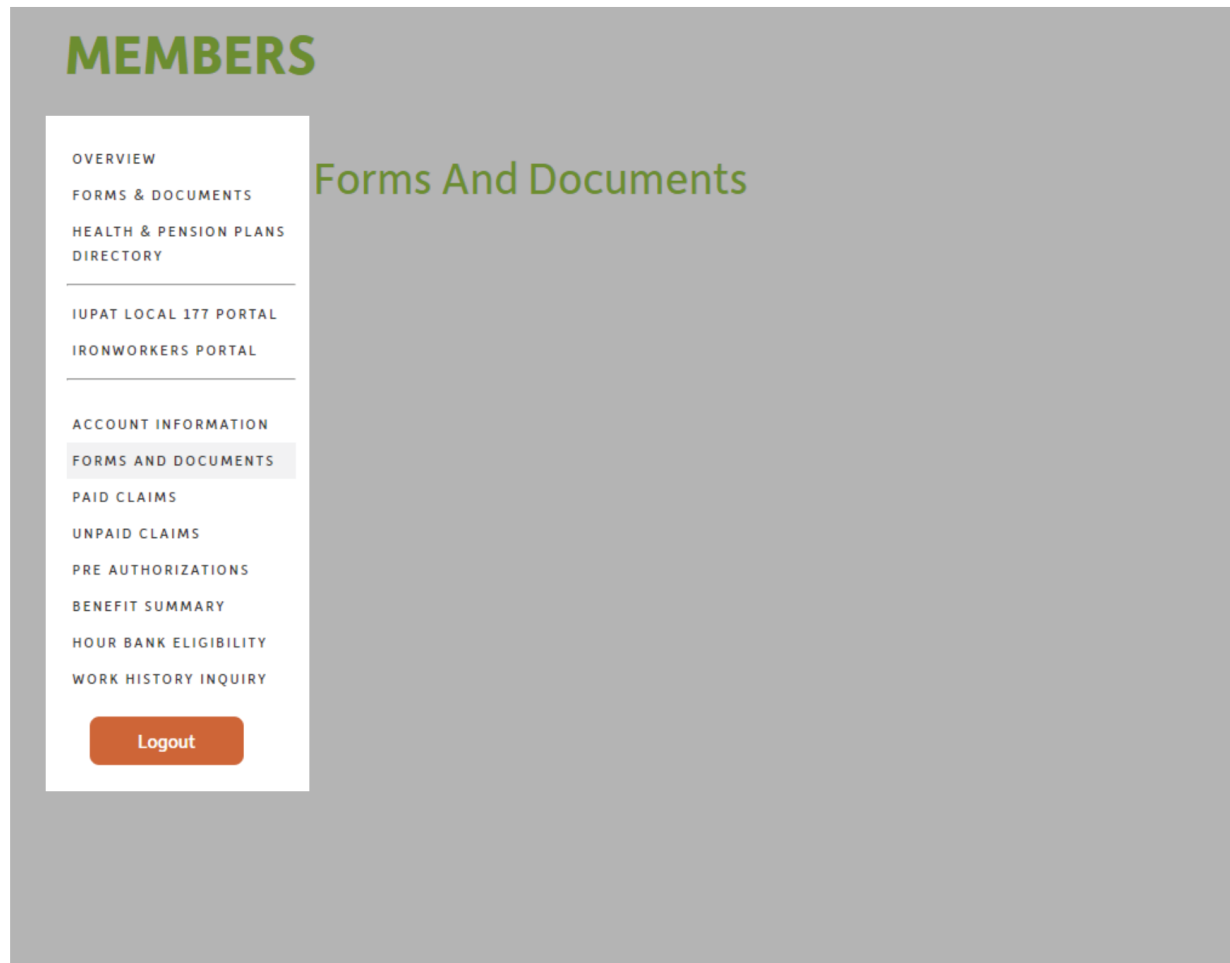
Confirm Password:

[Change Password](#)


[Return to Account Menu](#)

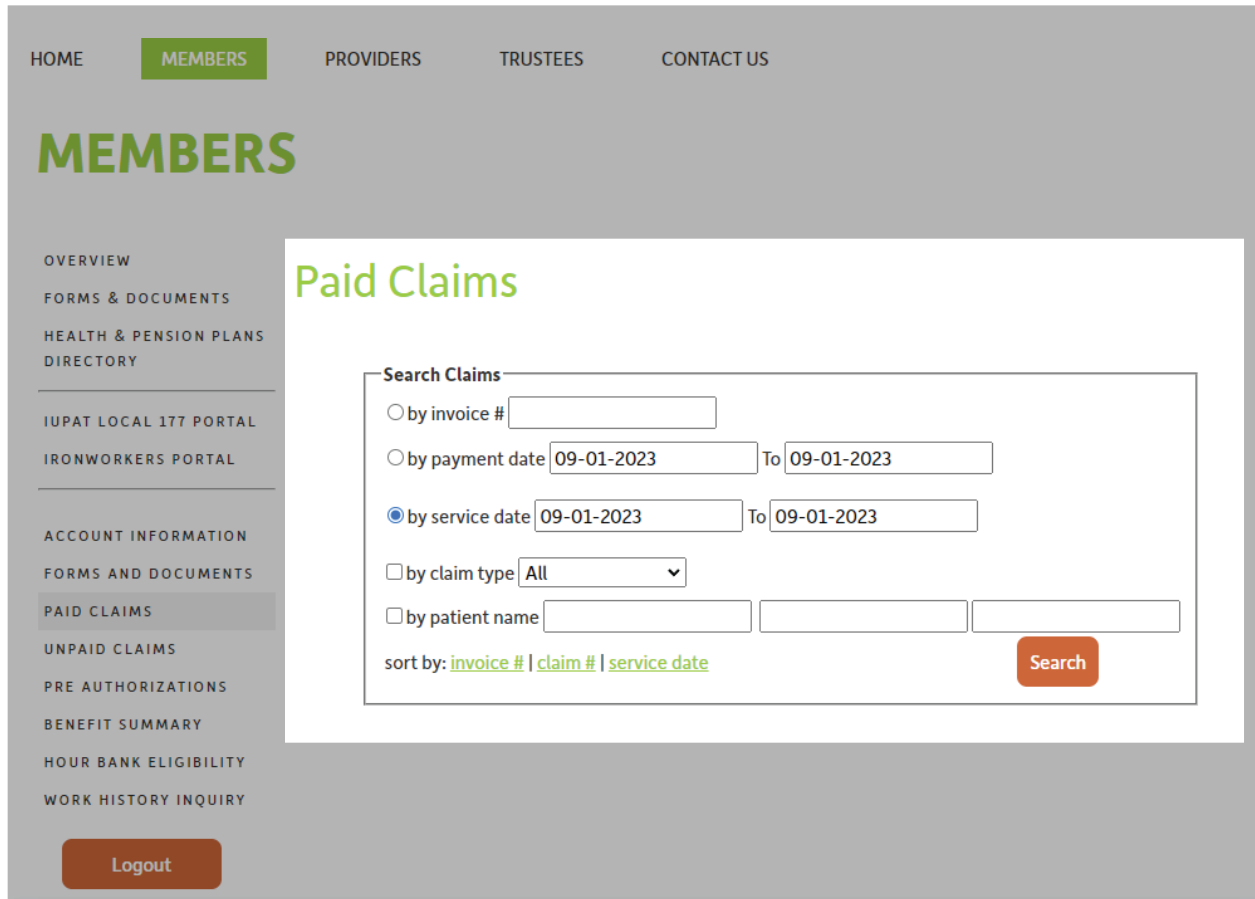
FORMS AND DOCUMENTS

The forms and documents window provides access to your health and your pension booklet. You will also find health claim forms here as well as pension application forms.



PAID CLAIMS

The Paid Claims window lets you search specific claims that have already been received and paid by Ellement Consulting Group. When entering search parameters, one of the three radio buttons  must be selected (the service date radio button is set as the default). In order to search by claim type or name, you must check the appropriate box in addition to selecting one of the radio buttons. Complete the search parameters then select the Search button to display the claim information. Note that the service descriptions for extended health claims will not be displayed to protect your privacy.



The screenshot shows the 'Paid Claims' search interface within a member portal. The top navigation bar includes links for HOME, MEMBERS (highlighted), PROVIDERS, TRUSTEES, and CONTACT US. The left sidebar lists various portal sections: OVERVIEW, FORMS & DOCUMENTS, HEALTH & PENSION PLANS DIRECTORY, IUPAT LOCAL 177 PORTAL, IRONWORKERS PORTAL, ACCOUNT INFORMATION, FORMS AND DOCUMENTS, PAID CLAIMS (highlighted), UNPAID CLAIMS, PRE AUTHORIZATIONS, BENEFIT SUMMARY, HOUR BANK ELIGIBILITY, and WORK HISTORY INQUIRY. A Logout button is at the bottom of the sidebar. The main content area is titled 'Paid Claims' and contains a 'Search Claims' form. The form has three radio buttons: 'by invoice #' (unselected), 'by payment date' (unselected), and 'by service date' (selected). Each radio button is followed by date input fields. The 'by service date' fields are pre-filled with '09-01-2023'. There are also checkboxes for 'by claim type' (with a dropdown menu set to 'All') and 'by patient name' (with three text input fields). A 'sort by:' label is followed by links for 'invoice #', 'claim #', and 'service date'. A red 'Search' button is located at the bottom right of the form.

UNPAID CLAIMS

The Unpaid Claims window looks very much like the Paid Claims window, but will allow you to check on the adjudication and payment status of a claim that is pending or has been declined. Complete the search parameters and select the Search button to display the claim information.

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Unpaid Claims

Search Claims

☐ by invoice #

☒ by service date To

☐ by claim type

☐ by patient name

sort by: [invoice #](#) | [claim #](#) | [service date](#)

Search

PRE-AUTHORIZATIONS

The Pre-Authorization window works just like the Paid and Unpaid Claims windows and allows you to view the status of pre-authorization requests.

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Pre-auth Claims

Search Claims

☐ by invoice #

☒ by service date To

☐ by claim type

☐ by patient name

sort by: [invoice #](#) | [claim #](#) | [service date](#)

Search

BENEFIT SUMMARY

Selecting the Benefit Summary will display your own personal benefit summary, which outlines the enrolment information we have on file for you and your dependents as well as the start date and end date of your most recent continuous period of eligibility. The information displayed will be current as of the date you download the report. Select Download Benefit Summary to display your information.

The screenshot displays the Member Portal interface. At the top, a navigation bar includes links for HOME, MEMBERS (highlighted in green), PROVIDERS, TRUSTEES, and CONTACT US. Below this, the main heading 'MEMBERS' is shown in large green letters. On the left side, there is a vertical menu with the following items: OVERVIEW, FORMS & DOCUMENTS, HEALTH & PENSION PLANS DIRECTORY, IUPAT LOCAL 177 PORTAL, IRONWORKERS PORTAL, ACCOUNT INFORMATION, FORMS AND DOCUMENTS, PAID CLAIMS, UNPAID CLAIMS, PRE AUTHORIZATIONS, BENEFIT SUMMARY (highlighted with a grey background), HOUR BANK ELIGIBILITY, and WORK HISTORY INQUIRY. At the bottom of this menu is a 'Logout' button. The main content area on the right features the title 'Benefit Summary' in green, followed by the text 'You can download a summary of your benefits here.' and a prominent orange button labeled 'Download Benefit Summary'.

Sample Benefit Summary:

Benefit Summary

This summary is a brief description of the benefits to which you and/or your family are entitled. For a full and complete description of your benefit plan, please refer to your employee booklet. All dates are shown in mm/dd/yyyy format. Please contact your plan administrator to make any changes to your coverage.

Employee Information

Name: Doe, John
Date of Birth: 3/2/1972
Address: 88 Stapleford Crescent
Regina, SK S4R 4S5

Phone: 306-867-5309

E-mail:

Group Plan Information

Policy Holder: Health Trust Fund
Group/Policy No: 3942
Certificate Number
FAS Dental EDI Carrier #610614

Benefit Information

Benefit	Volume	Eligibility Date	Termination Date
Employee Life Basic	\$100,000.00	01/01/2009	03/31/2016
Employee AD&D Basic	\$100,000.00	01/01/2009	03/31/2016
Short Term Disability	\$524.00	01/01/2009	03/31/2016
Dependent Life Basic-Spouse	\$10,000.00	01/01/2009	03/31/2016
Dependent Life Basic-Child	\$5,000.00	01/01/2009	03/31/2016

The end date is based on the current balance in the hour bank.

Benefit	Type	Eligibility Date	Termination Date	Provider
Extended Health	Family	01/01/2009	03/31/2016	
Vision	Family	01/01/2009	03/31/2016	
Prescription Drug	Family	01/01/2009	03/31/2016	
Dental	Family	01/01/2009	03/31/2016	
Out of Country	Family	01/01/2009	03/31/2016	

Dependent Information

Name	Date of Birth	Eligibility Date	Termination Date	Relationship
Doe, Spouse	05/05/1973	01/01/2009	03/31/2016	Spouse of Insured
Doe, Child	12/10/2001	01/01/2009	03/31/2016	Child of Insured
Doe, Child	06/10/1997	01/01/2009	03/31/2016	Child of Insured

Beneficiary Information

Name	Percentage	Type
Doe, Spouse	100.00	Primary

Coordination of Benefit Information

Name	Type	Benefit
Doe, Spouse	Family	Vision
Doe, Spouse	Family	Prescription Drug
Doe, Spouse	Family	Dental

All information presented is based on the benefit plan provisions in effect as of 9/7/2015 and the information on file as of 9/7/2015. Any changes to the benefit plan provisions or to the information on file may result in changes to your eligibility for benefits.

Hour Bank Eligibility

When you select Hour Bank Eligibility, the most recent 12 month period will automatically display. You can use the date range search fields to select a different time frame. Keep in mind only hour bank records from January 1, 2009 forward are available.

The screenshot shows a web portal interface. At the top is a navigation bar with links: HOME, MEMBERS (highlighted in green), PROVIDERS, TRUSTEES, and CONTACT US. Below this is a large green header for 'MEMBERS'. On the left is a sidebar menu with various options: OVERVIEW, FORMS & DOCUMENTS, HEALTH & PENSION PLANS DIRECTORY, IUPAT LOCAL 177 PORTAL, IRONWORKERS PORTAL, ACCOUNT INFORMATION, FORMS AND DOCUMENTS, PAID CLAIMS, UNPAID CLAIMS, PRE AUTHORIZATIONS, BENEFIT SUMMARY, HOUR BANK ELIGIBILITY (highlighted), and WORK HISTORY INQUIRY. At the bottom of the sidebar is a 'Logout' button. The main content area is titled 'Hour Bank Eligibility Inquiry' in green. Below the title, a message states: 'This information is based on current data as of January 9, 2023 and is subject to change. For a complete description of the hour bank and eligibility rules, please refer to the benefit booklet.' Below this, a message reads: 'There are no Hour Bank records between 09-01-2022 and 09-01-2023'. At the bottom of the main area is a search form with the text 'Select Date Range:' followed by two input fields containing '09-01-2022' and '09-01-2023', and a 'Search' button.

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Hour Bank Eligibility Inquiry

This information is based on current data as of January 9, 2023 and is subject to change. For a complete description of the hour bank and eligibility rules, please refer to the benefit booklet.

There are no Hour Bank records between 09-01-2022 and 09-01-2023

Select Date Range: To [Search](#)

Work History Inquiry

When you select Work History Inquiry, the most recent 12 month period will automatically display. You can use the date range search fields to select a different time frame. Keep in mind only hour records from November 2008 are available.

[HOME](#)
[MEMBERS](#)
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[TRUSTEES](#)
[CONTACT US](#)

MEMBERS

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Work History Inquiry

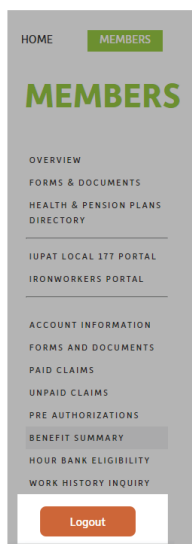
This information is based on current data as of January 9, 2023 and is subject to change. For a complete description of the hour bank and eligibility rules, please refer to the benefit booklet.

There is no Work History records between 01-2022 and 01-2023

Select Date Range:
To

The sum of the Normal Hours, Overtime Hours and Double Time Hours columns may not match the totals in the H&W Hours and Pension Hours columns due to exceptions and special arrangements as required by the applicable Collective Bargaining Agreement.

When you are finished, log out of the portal and close your browser.



If you have questions about using the website, accessing your information, or any other matter related to your benefit plan, don't hesitate to contact us. You can access our contact information on our website by selecting the Contact Us tab.

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CONTACT US

Inquire about Health & Pension Plans

Members

If you are a Member, please visit the Health & Pension Plans Directory to contact Ellement Consulting Group member services.

[Go to the Health & Pension Plans Directory](#)

Providers

Email: providers@ellement.ca
Toll-free: 877.679.0088

General Inquiries

Telephone: 780.452.5161
Toll-free: 800.770.2998
(Mon to Fri 7:00 a.m. to 5:00 p.m. MST)
Fax: 780.452.5388
Email: contact.us@ellement.ca

Visit Ellement Consulting Group

Website: www.ellement.ca

Winnipeg, MB

1345 Taylor Avenue
R3M 3Y9
Telephone: 204.954.7300
Toll-free: 888.840.1045
Fax: 204.954.7310

Edmonton, AB

10154 108 Street NW
T5J 1L3
Telephone: 780.452.5161
Toll-free: 800.770.2998
Fax: 780.452.5388

Vancouver, BC

830 – 999 W. Broadway
V5Z 1K5
Telephone: 604.669.5588
Fax: 604.669.0611

Toronto, ON

18th Floor, 2 St. Clair Ave West
M4V 1L5
Telephone: 647.255.8041