

MACRBS Translation Services

St. Louis – Kansas City Carpenters Regional Health, Vacation & Annuity Plans
Carpenters Pension Trust Fund of St. Louis
1419 Hampton Avenue, St. Louis, MO 63139
Phone: (314) 644-4802 | Toll-Free: (877) 232-3863 | Fax: (314) 678-1110
Email: benefits@laborfunds.org | Website: laborfunds.org
Hours: Monday – Friday, 8 am – 4:30 pm



Mid-America Carpenters Regional Benefit Services (MACRBS) offers Spanish translation services to our participants and their families as outlined below.

Phone

Call Participant Services:

(314) 644-4802, option 1, or option 8

Option 8 features: The menu in Spanish will offer 4 options for Spanish-speaking resources available:

1. Visit laborfunds.org and select to Spanish as the preferred language option for eligibility and benefit information and to locate a selection of forms in Spanish.
2. Text your questions in Spanish to 314.644.4802.
3. *Speak to a Representative who will connect with a translator. Once the caller is connected with a Participant Services Representative, the Rep will connect a translator on the call to help assist the participant.
4. Leave a message for a Representative to return your call with a translator on the phone.

*This option is currently available by selection “1” from the main phone menu and connecting with a Representative.

Email

Send an email to benefits@laborfunds.org. A Spanish-speaking representative will respond during normal business hours.

Website

Visit laborfunds.org. On the bottom right side of each page, there is an option for *Language Translation*. The default language is English. Click the drop-down arrow to select Spanish. Once Spanish is selected, each web page will be in Spanish. Currently, most website forms for download will be in English; however, Spanish versions will become more available moving forward.

Website Contact Form

Visit laborfunds.org/contact-us. Complete the embedded contact form in Spanish and a Spanish-speaking representative will respond to the email provided.

Texting

Send a text message to (314) 644-4802. A Spanish-speaking representative will respond during normal business hours.

Forms

The following forms are available in Spanish on our website and by request through our fund office:

1. Enrollment
2. Beneficiary
3. HIPAA Authorization
4. HIPAA Revocation
5. Spousal Coverage Verification
6. Reciprocity
7. This document

UMR

Phone

Contact Carpenters' Participant Services at 314.644.4802.
See additional instructions on page 1.

Website & App

Visit umr.com or visit the App Store to utilize the UMR App.

How to find Spanish-Speaking Providers

To locate a provider that speaks your preferred language, users may search for a provider on umr.com.

1. Navigate to *Member Search*
2. Choose *Provider Network*
3. Under Provider Network, choose *View Providers*
4. Click on *Change Location* and enter the zip code you would like to search. Update *Location*.
5. Click on the *Category* you want to search, ie. People, Places, Services and Treatments, Care by Condition, Cost Estimates
6. Choose *Primary Care, Specialty Care, Medical Groups*
7. Under *Filters*, click on *Show More Options* and scroll all the way down to Language and select *Spanish*

Participants may also connect with a Spanish-speaking CFR (Customer First Representative) by calling UMR (see UMR Phone option above) and a list of Spanish speaking providers will be provided over the phone.

UMR Program Flyers

Visit "Flyers" on laborfunds.org/health-and-welfare-plan-resources/ to view select UMR flyers in Spanish.

Delta Dental

Phone

1 (800) 335-8266
Translation Services available.

Email

Service@DeltaDentalMO.com

Website & App

DeltaDentalMo.com does not have translation services, but there are flyers in Spanish that may be provided upon request.

How to find Spanish-Speaking Providers

In the Delta Dental MO member portal, participants can search by language preference. Visit www.deltadentalmo.com/Members/Login to log in to the member portal.

Delta Dental Document Translation

Participants can receive some documents in Spanish, but this would depend on the document requested.

VSP

Phone

1 (800) 877-7195
Participants have the option to choose Spanish when calling VSP's Customer Service.

Website & App

VSP.com may be viewed/converted to Spanish by using the language tool on the home page in the upper right corner.

How to find Spanish-Speaking Providers

Participants may search for Spanish-speaking providers using the Advanced Search function when searching for a provider on [VSP.com](https://www.vsp.com).

VSP Document Translation

Many documents are available in Spanish.

Mercy MAP

Phone

(314) 729-4600, #2, or toll-free 1 (800) 413-8008, #2

The Member Assistance Program (MAP) has access to language interpretive services for callers and that can also be arranged for MAP counseling sessions as needed.

Website & App

The Mercy MAP website, mbh-eap.com/members, may be viewed/converted to Spanish by using the language tool on the home page in the upper right corner.

How to find Spanish-Speaking Providers

For MAP services, participants would call our call center for assistance in connecting with interpretive services. Participants cannot currently self-identify Spanish speaking MAP counselors, however if a participant knows of a counselor who they would like to see, Mercy MAP would be open to communicating with that counselor to see if they are interested in contracting with Mercy for MAP counseling services. Either the participant or the counselor may reach out to Mercy for help with that process.

Mercy MAP Document Translation

Electronic promotional documents may be made available in Spanish upon request.

Carpenters Wellness Center

Phone

(314) 955-9355

Translation services are available for any patients whose primary language is not English. A patient will call the wellness center and request translation services. The wellness center will connect with the translation service, then together they call the patient back by phone.

Website & App

Visit laborfunds.org/wellnesscenterstl. On the bottom right side of this webpage, there is an option for *Language Translation*. The default language is English. Click the drop-down arrow to select Spanish. Once Spanish is selected, the wellness center home page will be in Spanish.

How to find Spanish-Speaking Providers

There are currently no Spanish-speaking providers at the wellness center, but the providers all have access to the translation services during calls and visits with patients.

Wellness Center Document Translation

Many of the wellness center printed materials are available in Spanish and are available upon request.

UnitedHealthcare Medicare Advantage PPO

Phone

(800) 758-4885

Spanish-speaking advocates are available during normal business hours, 8 am – 8 pm local time.

Website & App

There is no site translation on UHCRetiree.com; however, flyers and other plan materials are available in Spanish and can be provided upon request.

Spanish-speaking agents are available to assist via website chat and email.

How to find Spanish-Speaking Providers

The online provider directory on UHCRetiree.com allows for a variety of filters, including selection of language preferences when searching for a provider.

UnitedHealthcare Document Translation

If a participant is set up as a “Spanish-speaking participant,” materials will arrive to their home in the same language as indicated in their UHC record. Some marketing campaigns may still arrive in English.