

REACTA HOT TOPICS

9/14/23

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REACTA Officers

Robin Rose
President
rrmcrose@gmail.com
818-433-2778

Merri Furler
Vice President
merriboston@gmail.com
619-708-8598

Felice Strauss
Treasurer
felicesso@gmail.com
949-742-0377

Shirley Horn
Secretary
shornqiant@gmail.com
650-364-8454

Joe Colton
Director-At-Large
jrcolton92260@gmail.com
650-245-9179

Newsletter Editor
Margaret Wallace
marwall@aol.com

Kathie Casas,
Webmaster
kcasas@aol.com
951-532-8979
<http://www.reacta.org>

New Health and Welfare Benefits Trust Administrators Zenith American Solutions

REACTA members should have received two communications from the CTA Health and Welfare Benefits Trust notifying plan participants that Effective October 1, 2023, Zenith American Solutions will be our new administrators for the Trust. It was sent electronically for those who opted out of receiving communication by mail. After sending out Request for Proposals (RFP's) the Trustees determined that "Zenith" was best qualified for providing administrative services to the Trust, previously provided by The William C. Earhart Company.

The new dedicated Customer Service contact information beginning October 1, 2023

Telephone: 888/243-2325

Fax: 650/331-3920

Email: CATeachersEnroll@zenith-american.com

Robin Rose and Merri Furler met with Zenith and offered any assistance needed to help with the smooth transition. Because of communication glitches with Earhart, Zenith's policy will be to send all notices and mailers to participants via mail instead of email. It will be important that you notify Zenith whenever you have a change of address. Additionally, Blue Cross claims will be handled internally by Zenith which should speed up the process and save the Trust money.

For those of you who are attending the REACTA Annual Meeting in Paso Robles on October 3-5, or who will be attending by Zoom on October 4th, we have invited a representative from Zenith to attend the morning General Session to introduce themselves and share the structure of how they will provide dedicated services to CTA participants.

The schedule for the Annual Meeting is as follows:

Tuesday, October 3

4:00 pm Hotel Check-In Begins
5:30 pm–7:30 pm Hosted Evening Reception
Dinner on Your Own

Wednesday, October 4

6:00 am–9:00 am Hot Breakfast
8:30 am–9:30 am REACTA Committee Meetings
10:00 am–11:30 am General Session

Robin Rose - President's Remarks
Wei Pan – Trustee (via Zoom)
Joe Boyd – CTA Executive Director
Bruce Saathoff – CSO President
Lauren Tham – Zenith American Solutions

11:30 am–2:00 pm Lunch on Your Own
2:00 pm–4:00 pm Annual Business Meeting
5:30 pm–7:30 pm Hosted Evening Reception
6:30 pm–8:30 pm Evening Buffett Banquet

Thursday, October

6:00 am–9:00 am Hot Breakfast
11:00 am Check-Out

A Zoom link, agenda and materials for the Annual Meeting will be sent out prior to the meeting. Hard copies will be provided to those attending in person. We look forward to seeing many of you at the Annual Meeting.