

# I.U.P.A.T. DISTRICT COUNCIL NO. 51

## HEALTH AND WELFARE FUND

Fund Office: Zenith American Solutions, Administrator, 3 Gateway Center, 401 Liberty Ave., Ste. 1200, Pittsburgh, PA 15222-1024  
Phone: (412) 471-2885 / 1-800-242-8923 / Fax: (412) 471-2891

### ZENITH CONTACT LIST

**IMPORTANT NOTE:** If a Primary or Secondary Specialist listed below is unable to answer your call please send an e-mail, leave a voicemail or, if your call is urgent, please re-dial 1-800-242-8923 and follow the prompts to reach another team member for assistance.

#### EMPLOYER CONTRIBUTION ACCOUNTING & COLLECTIONS, VACATION CHECK INQUIRIES

##### Primary

Laura Klein, Benefit Contribution Specialist  
412-471-2885, Ext. 556766  
[lklein@zenith-american.com](mailto:lklein@zenith-american.com)

##### Secondary

Samantha Miller, Benefit Contribution Supervisor  
412-471-2885, Ext.556757  
[szmiller@zenith-american.com](mailto:szmiller@zenith-american.com)

#### PARTICIPANT HEALTH & WELFARE ELIGIBILITY AND WORK HISTORY QUESTIONS

##### Primary

Pam Ratti, Eligibility Analyst  
412-471-2885, Ext. 556720  
[pratti@zenith-american.com](mailto:pratti@zenith-american.com)

##### Secondary

Tonya Phillips, Eligibility Analyst  
412-471-2885, Ext. 556722  
[tphillips@zenith-american.com](mailto:tphillips@zenith-american.com)

#### PARTICIPANT HEALTH CLAIMS

##### Claims Department Contacts

##### Primary

Chrisanne Michalski, Claims Adjuster  
412-471-2885, Ext. 556708  
[cmichalski@zenith-american.com](mailto:cmichalski@zenith-american.com)

##### Secondary

Karrie Stewart, Claim Trainer/Auditor  
412-471-2885, Ext. 556717  
[kstewart@zenith-american.com](mailto:kstewart@zenith-american.com)

Member/Provider Calls routed to Claim Queue when Primary Adjuster unavailable

##### **Life Insurance & Subrogation:**

##### Primary

Mercedes Winston, Claims Adjuster  
412-471-2885, Ext. 556791  
[mwinston@zenith-american.com](mailto:mwinston@zenith-american.com)

#### PARTICIPANT HEALTH CLAIMS

##### Claims Department Contacts (continued)

##### **Weekly A&S:**

##### Primary

Betty Bowles, Claims Adjuster  
412-471-2885, Ext. 556711  
[bbowles@zenith-american.com](mailto:bbowles@zenith-american.com)

##### Secondary

Karrie Stewart, Claim Trainer/Auditor  
412-471-2885, Ext. 556717  
[kstewart@zenith-american.com](mailto:kstewart@zenith-american.com)

**IMPORTANT NOTE:** If you have any **prescription drug** related questions, please contact Express Scripts at the number on the back of your prescription drug card.