



11465 CERMAK ROAD  
WESTCHESTER, ILLINOIS 60154-5768  
Telephone: (708) 562-0200  
Toll Free: (866) 906-0200  
Welfare Fax: (708) 562-0716  
e-mail: IS@chilpwf.com  
www.chicagolaborersfunds.com  
<https://mss.chicagolaborersfunds.com>

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## LEARN ABOUT MEMBER SELF-SERVICE

The Boards of Trustees of the Chicago Laborers' Welfare Fund and the Chicago Laborers' Retiree Welfare Fund (the "Funds") are pleased to introduce a Member Self-Service (MSS), a secure online resource that helps you access important information about your health care benefits.

With MSS, you can get information about your health benefit under the benefit plans sponsored by the Funds (the "Plans"). You can use MSS to:

1. Verify your demographic information
2. Update your address
3. Check your eligibility within a one-year span
4. Check the status of a claim(s) for you, your spouse and/or under-aged dependent(s)
5. View your claim history
6. View and print an Explanation of Benefits (EOB) for a claim
7. Check your Health Reimbursement Account (HRA) balance
8. Check the status of your HRA claims

If you are new to Member Self-Service, you are required to register by clicking on the “Register” link, accept the Terms of Service and follow the prompts to fill in the required fields.

User Name:

Password:

[Log In](#)

[Register](#) [Forgot User Name](#) | [Forgot Password](#)

[EMPLOYER](#) | [USER](#)

Version 10.0-mss  
V3PROD v 1.34

**Vitech V3**

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### Terms of Service

The Board of Trustees of the Chicago Laborers' Welfare Funds (the "Funds") is pleased to introduce Member Self-Service (MSS), a secure online resource that helps you access important information about your health care benefits.

With MSS, you can get information about your health benefit under the benefit plans sponsored by the Funds (the "Plans"). You can use MSS to:

1. Update your address
2. Check your eligibility status
3. Check the status of a claim
4. View your claim history
5. View and print an Explanation of Benefits (EOB) for a claim
6. Check your Health Reimbursement Account (HRA) balance
7. Check the status of your HRA claims


The Funds will make reasonable efforts to present accurate information that is generally reliable on MSS. It is possible, however, that information found on MSS may not be current. In addition, information on MSS is subject to the official Plan documents, summary plan descriptions and summary material modifications. Only the Board of Trustees of the Funds has the authority to interpret the Plans. If you require a formal determination about any benefit under the Plans, you must direct all inquiries in writing to the Fund Office at 11465 W. Cermak Road, Westchester, IL 60154. You cannot claim any benefit, file an appeal or bring a suit based on your reliance on

[Decline](#)

[Accept](#)

## Verify Identity

To verify your identity, please enter your Social Security Number, last name, and your date of birth. Your information is secured during transmission.

SSN / Member ID:	<input type="text"/>
Last Name:	<input type="text"/>
Date Of Birth:	<input type="text" value="//"/> 
Home Zip Code:	<input type="text"/>

You are required to have the following information to register:

1. Email Address
2. Last Name
3. SSN/Member ID for validation
4. Date of Birth
5. Home Zip Code

Once your information is verified, you will be automatically directed to the account setup screen. If the information entered does not match our records, you must contact the Fund Office at 708-562-0200, extension 501.

## Account Setup

### Account

All fields are required. The password is case sensitive.

Person:

Username:

Enter New Password:

Confirm New Password:

Password must match the following rules

1. Password must have a minimum of 8 characters
2. Password must have a minimum of 1 numeric characters
3. Password must have a minimum of 1 non alpha numeric characters
4. Password must have a minimum of 1 capital letters
5. All passwords should be unique and cannot match the login

### Security Questions

Security questions are used in-case you ever need to recover your password.

First Question:

Answer:

Second Question:

Answer:

Third Question:

Answer:

### Email Address

Your email address is used for all communications from the fund office. It will remain private and it will not be shared with outside companies.

Enter Email Address:

Re-enter Email Address:

Cancel

Submit

Once you submit the required information, you will receive an email with a verification link. You must click on the email link to complete your registration process.

### Registration Successful

Please verify your email by clicking on the link sent within the email.

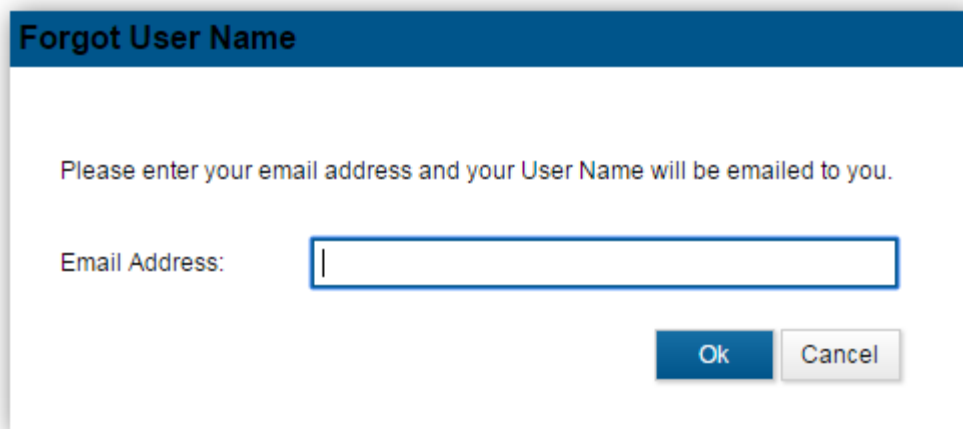
Login

## What if I forget my Username?

From the login page, click the “Forgot User Name” link.

Enter your email address. You will receive an email that will provide you with your user name.

If you continue to have problems, please contact the Fund Office at 708-562-0200, extension 550.

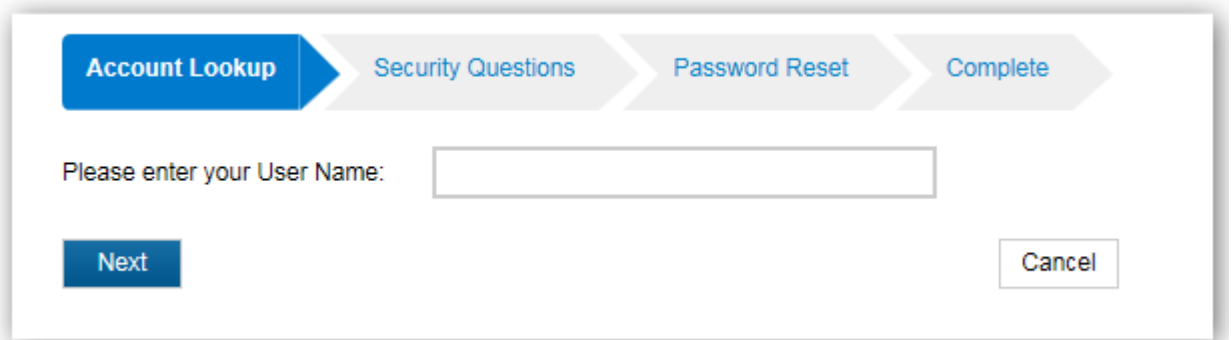


The screenshot shows a dialog box titled "Forgot User Name" with a blue header. Below the header, the text reads: "Please enter your email address and your User Name will be emailed to you." There is a text input field labeled "Email Address:" with a cursor inside. At the bottom right, there are two buttons: "Ok" (blue) and "Cancel" (grey).

## What if I forget my Password?

From the login page, click the “Forgot Password” link.

You will be automatically directed to Account Lookup page that will walk you through your security questions and password reset page. If you continue to have problems, please contact the Fund Office at (708)562-0200, extension 550.



The screenshot shows a process flow for "Account Lookup". At the top, there is a horizontal sequence of four chevron-shaped boxes: "Account Lookup" (blue and active), "Security Questions" (grey), "Password Reset" (grey), and "Complete" (grey). Below this, the text reads: "Please enter your User Name:" followed by a text input field. At the bottom left, there is a blue "Next" button, and at the bottom right, there is a grey "Cancel" button.