

### IMPORTANT DATES

**March 15:** Final Claim submission on SIMON Portal

**March 31:** Final day to use SIMON portal

**April 1:** BPA Member Portal open (Create new Member Account and Submit Claims)

## What is changing with the PORAC RMT?

The RMT Board of Trustees has awarded the third-party administrator (TPA) contract to Benefit Programs Administration (BPA), effective April 1, 2026. Members will be required to set up a new account on the BPA member portal after April 1, 2026. A member guide will be posted to this page closer to the date of transition.

## What deadlines should I be aware of in March?

File claims by March 15, 2026, to receive reimbursement by March 25, 2026. Claims filed after March 15 will be reimbursed around April 25.

## When will the SIMON claims portal shut down?

Your SIMON portal will no longer accept claims submissions on March 16, 2026.

## When can I access my new BPA online account via the Member Portal?

To access your account, you must register and create your new BPA PORAC Member Portal starting on April 1, 2026.

## Where can I find instructions for registering my online account?

Instructions will be posted on PORACRMT.org as well as a pdf on this transition page. During initial account creation, you will be required to provide SSN, DOB, Zip Code in addition to your first and last name for account verification purposes.

## Will the Trust office phone number change?

No. The phone number remains (877) 808-5994.

## Will we need to provide bank account information?

No. Unless your bank account information has changed after March 31st.

## Will the claim submission process change?

Yes.

## Will I need to update my personal information in the member portal?

No. However we advise you to double-check your address, dependents

## What is the updated contact information effective April 1, 2026?

### **PORAC RMT**

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## Who may I contact for additional help?

### **Terry Moore**

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