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On December 1, 2022, the Boilermakers Lodge 359 Health and Welfare benefits plans and Employee and Family Assistance Plan (EFAP) will be moving to new providers. The extended health, dental, and life plans will be administered by Canada Life and the EFAP will be provided by Lifeworks. There will be no reductions or changes to your coverage or to your dependent's coverage.

After careful consideration of all alternatives, including the option to make no change to existing providers, the Trustees decided to make these provider changes to ensure Plan members are receiving exceptional customer service and accurate claims adjudication. Additionally, your extended health and dental claims will be paid by the same entity and information regarding your benefits will be available at the same member portal.

The Trustees objective is to provide Plan members with the best access to tools and resources to benefit your financial, physical, and mental well-being. This letter will provide you with additional details of how this change will impact you and what you need to do.

Additional information about Canada Life and Lifeworks and links to the benefits handbooks, claim forms, and provider websites can also be found on the Boilermakers Lodge 359 website. <https://www.boilermakers359.org/benefits-boilermakers359/>

## Health, Dental and Life Benefits - Canada Life

### Your ID Number and Policy Numbers

- Your ID Number is the same as your current Manulife member ID
- Your new Policy Numbers are:
  - 180114 – Basic Life insurance (if applicable)
  - 52484 – Healthcare and dentalcare.

When you visit your pharmacist, dentist, or healthcare provider, please give them the new policy number to ensure claims are submitted to Canada Life.

### Benefit Cards

- Your benefit card will be available electronically on the Canada Life website “My Canada Life at Work” or free mobile app “GroupNet Mobile” on December 1, 2022 after 10:00am PST. You can save your benefits card to your phone so you have a digital copy, or print it out so you have a physical copy.
- If you need support obtaining a copy of your benefits card, please contact BG Benefits.
- If you do require a prescription or any other medical service / supply before you have access to your electronic card, please provide the pharmacy or service provider with the following information:
  - 1st set of numbers is the Carrier #: 11
  - 2nd set of numbers is the Policy #: 52484
  - 3rd set of numbers is your 10 digit employee ID #. If your employee ID is not ten digits long advise your pharmacist to add the preceding 0s to complete a ten digit ID#
  - 4th set of numbers is the Issue #: 01

For example you would give the pharmacist or service provider the following sequence and just replace the member ID **highlighted** below with your assigned ID:



11 052484 **0000123456** 01

### Services under the My Canada Life at Work site

- On-line claims submission
- View the status of your submitted claims
- Sign up for Direct Deposit of payments
- Your benefits program information
- View the Health Connected website
- Check your coverage balances
- Access Claim forms
- Access Digital Benefits Card

### Submitting health and dental claims

As of December 1, 2022, Canada Life will be processing all eligible extended health and dental claims, even if they were incurred before December 1<sup>st</sup>, 2022. Any claims incurred in the last 12 months (after December 1, 2021) should be submitted to Canada Life for processing and reimbursement.

Online claim submission is quick and straight-forward. Please simply register after 10:00am PST December 1, 2022, at <https://canadalife.com/sign-in> and follow the instructions.

If you prefer to submit a paper claim, you can access forms through My Canada Life at Work or the Boilermakers Lodge 359 website. Physical claims form can be mailed to you upon request.

### Claims history and plan maximums

Healthcare, prescription drug and dental claims history have been transferred to Canada Life. Preauthorizations for medications will be grandfathered and your coverage for these medications will continue under Canada Life. Amounts reimbursed by Manulife and Bilsland Griffith will count towards health and dental /orthodontic benefit maximums with Canada Life.

### Contacting Canada Life

After December 1, 2022, you can reach Canada Life's toll-free Group Customer Contact Services line at 1-800-957-9777 if you have any inquiries related to your health and dental benefits or claims.

## Frequently Asked Questions

### **Is the policy number changing?**

Yes, your new policy number for health and dental benefits will be 52484.

### **Is my ID number changing?**

No, your ID number will remain the same.

### **Are my benefits changing?**

No, your benefits coverage remains the same.

### **What do I do if I have open health and dental claims under my existing policy?**

Pre-determinations approved by your prior policy will be honored by Canada Life. As of December 1, 2022, you'll need to submit your claims to Canada Life using the above policy number.

### **When will my coverage under my existing policy end and where do I send my un-submitted claims incurred before Dec. 1, 2022?**

Coverage under your existing policy will end on November 30, 2022 at midnight. You can submit any health and dental expenses not yet claimed that were incurred on or after December 1, 2021 to the Canada Life plan.

### **When will I have access to My Canada Life at Work to start making claims online?**

On December 1, 2022, after 10:00am PST, you will have quick and easy access to personalized information through the Canada Life's online website called My Canada Life at Work. Once your plan is effective, you will need to register at <https://canadalife.com/sign-in> and follow the instructions.

### **I want a digital copy of my card but I cannot find it online, what do I do?**

Please email BG Benefits at [boilermakers359@bgbenefitsadmin.com](mailto:boilermakers359@bgbenefitsadmin.com) to request a digital copy to be emailed to you.

### **I rather have physical copy of my card but I do not have a printer, what do I do?**

Please contact BG Benefits at 1-877-926-4537 to request a physical copy to be mailed to you.

## Employee and Family Assistance Plan – LifeWorks

On December 1, 2022, LifeWorks will become the provider of your Employee and Family Assistance Plan (EFAP). The EFAP is a confidential and voluntary counselling support service that provides you and your family with the help you need to resolve a wide range of personal, work, health or life issues.

**The LifeWorks Care Access Centre is available 24 hours, seven days a week, at 1-844-880-9142.**

Please find more details enclosed.

If you have a file open with Homewood Health that commenced before December 1, 2022, then you should remain with the Homewood Health counsellor until that file is closed.