



H E A L T H

Multi-Employer Benefit Plan Administration

November 17, 2023

Dear Member,

The Board of Trustees is pleased to announce that effective December 1, 2023, the Building Union of Canada Health Benefits Programme will no longer be insured through Manulife.

Instead, these benefits will be insured or adjudicated by the following providers:

- Canada Life is the new insurer for the Life, Dependent Life and Long Term Disability benefits, as well as the claims adjudicator for any Short Term Disability claims (applicable only for Tier 4 Members).
- AIG is the new insurer for the Accidental Death & Dismemberment and the Emergency Out-of-Province Medical Coverage benefits.
- ClaimSecure is the new claims adjudicator for all Health (Drugs, Vision Care & Extended Health Care) and Dental claims.
- Family Services Employee Assistance Programs (FSEAP) will continue to be the provider for the Member Assistance Program (MAP) benefit.
- There is also NO change to the Manulife Pension and W.A. Health will continue to remit and act as agent on your behalf.

The Board of Trustees made this move in order to secure improved claims services for the members and their dependents, while at the same time ensuring greater cost savings and rate stability for the overall benefit programs, in both the short term and long term.

IMPORTANT NOTES:

- **All claims incurred prior to December 1, 2023, MUST** be submitted to Manulife for adjudication and payment reimbursement, **within the next 90 days.**
- Only claims with a service date of December 1, 2023, or after, are to be sent to the new providers listed above.

Enclosed in this package, you will find a copy of your new benefit book, your new ClaimSecure benefit identification card (for all Health and Dental claims) and your new Emergency Out-of-Province Medical Coverage benefit brochure and travel ID card. Your benefit booklet provides a detailed description of all your benefits, how to claim and what is covered.

If you have any questions or concerns, please do not hesitate to reach out to Lindsay Harding at W. A. Health at 289-768-3621, ext 114 or at lindsay@wahealth.ca.

Sincerely,

The Board of Trustees