

Bombardier Aviation Toronto

Group Benefits Program

Please be informed that an agreement has been reached with your union to return your prescription drugs, hospital, long term care, vision care and hearing care back to Green Shield Canada (GSC) effective January 1, 2021.

Therefore, as of January 1, 2021, all benefit claims will no longer be consolidated under Industrial Alliance also known as iA Financial Group.

FAQ

1- When will the benefits provided through Green Shield Canada become effective?

Effective **January 1, 2021**.

2- Will I have a new policy and certificate number?

If you had coverage through Green Shield Canada in 2019, your previous ID number will be reissued. New members will receive new ID numbers.

The first time you visit your pharmacy to purchase prescription drug on or after January 1, 2021, it is important that you inform your pharmacist of the change of insurer to avoid any interruption in the payment of your claims.

Enclosed, please find 2 new ID cards for your use.

3- How can I change my mailing address in my file?

If you need to modify your mailing address, please contact the Employee Service Center by phone 1-888-855-7474 or by email at cse_canada@aero.bombardier.com.

Your coverage

4- What will happen to my coverage?

You will have equivalent coverage to what you currently have except that active employees will no longer have access to Maple Virtual Tele-Health services.

In addition, since iA Financial Group will be transferring your claims history to Green Shield Canada, your health expenses currently covered by iA Financial Group will be reimbursed by Green Shield Canada as of January 1, 2021 as if there had been no change in insurer (subject to reasonable and customary charges which vary by insurer).

Your claims

5- Where do I submit my claims for care and services received before January 1, 2021?

All prescription drugs, hospital¹, long-term care¹, vision care and hearing aids claims incurred before January 1, 2021, must be received by iA Financial Group **no later than March 31, 2021**, which equals 90 days after your coverage with iA Financial Group ends.

After March 31, 2021, these expenses can no longer be processed by iA Financial Group and **will not be processed by Green Shield Canada**.

You may submit your claims to iA Financial Group using one of these options:

1. Use the online service in My Client Space or on the iA Mobile app. Note that vision care claims cannot be submitted online.
2. Ask your pharmacist for your drugs to submit your claim directly to iA Financial Group if they are able to submit claims electronically.
3. Complete the health or vision care *Claim form* available in My Client Space, print or scan it, attach your original receipts, and send it to iA Financial Group by mail or by email to groupinsurance@ia.ca.

6- How do I submit a claim for prescription drugs, hospital¹, long-term care¹, vision care and hearing aid fees incurred on or after January 1, 2021 to Green Shield Canada?

You may submit your claims to Green Shield Canada using one of the following options:

1. Ask your pharmacist/vision care provider to submit your claims directly to Green Shield Canada if they are able to submit claims electronically.
2. Complete the *Green Shield Personalized Claim form* available in the MY CLAIMS menu option in the GSC plan member online services website, attach your original receipts, and send it to Green Shield Canada by mail.
3. Use the online service or the Mobile app GSC on the Go, through greenshield.ca.

7- What will happen to lifetime maximums and renewable amounts?

The history of your claims processed by iA Financial Group will be transferred to Green Shield Canada.

This means that if your lifetime maximum has already been reached (for example, corrective laser eye surgery), you will not be able to receive a new amount from Green Shield Canada.

For your purchases of eyeglasses and hearing aids, Green Shield Canada will consider the date of your last claim submitted to iA Financial Group to determine the eligibility date for your next reimbursement.

¹ Hospital and long-term care will only be covered by Green Shield Canada if they were previously covered by Green Shield Canada prior to January 1, 2020. Otherwise, coverage will remain with iA Financial Group

8- What will happen to approvals already obtained from iA Financial Group?

If you have received approval from iA Financial Group for supplies or services, please attach a copy of the approval to the first claim you submit to Green Shield Canada for these previously approved expenses.

Your prescription drugs

9- What will happen to my drugs already approved by iA Financial Group?

As of January 1, 2021, your claims for drugs already approved by iA Financial Group will be processed by Green Shield Canada, without any action on your part. You may in future be required to submit updated medical information to GSC.

10- What should I do to get a prescription drug requiring prior authorization from Green Shield Canada?

Coverage of certain drugs will require prior authorization from Green Shield Canada. Your attending physician must complete the *Prescription Drug Special Authorization Request Form* so that Green Shield Canada can assess your request.

Green Shield Canada will not reimburse you for drugs that require prior authorization from your attending physician until it has received your form and notified you of the eligibility of the drug in question.

The form may be submitted to Green Shield Canada by mail, fax or email:

Mail: **Green Shield Canada**

P. O. Box 1699
8677 Anchor Drive
Windsor, ON

Fax: 1-519-739-6483 or Toll Free: 1-866-797-6483

Email: drugspecial.autho@greenshield.ca

11 - Will I still have access to My Client Space at iA Financial Group website?

You will continue to have access to My Client Space, and will be able to use the online and mobile app for services which will remain with iA Financial Group.