



Millworkers Benefit Update

● **ATTN: 112 Millworkers Benefit Members**

October 2, 2026



BENEFIT IMPROVEMENTS:

We are happy to announce the following improvements to our **full-time** hotel benefit plan, **effective October 1, 2026:**

- Increase the **vision care** from \$400/24 months to **\$500/12 months**
- Increase in the **Weekly Indemnity** maximum from \$524 to **\$638**
- Removal of the \$25 Extended Health Care deductible
- Increase the **paramedical coinsurance** from 80% to **95%** (chiroprody/podiatry remain at 100%)
- Paramedical maximum changed from \$350 per practitioner per year to **\$1,800 all practitioners combined** per year
- 24 months of survivor benefit

We are happy to announce the following improvements to our **part-time** hotel benefit plan, **effective October 1, 2026:**

- Increase the **vision care** from \$400/24 months to **\$500/12 months**
- Removal of the \$25 Extended Health Care deductible
- **Chiropody/podiatry** maximum changed from \$350 to **\$1,800** per year

All other benefit coverage levels have remained the same, including the **flexibility to use your dentist of choice.**



BENEFIT APP:

Have you downloaded the benefit app on your phone? Download as per below:

For iPhone:

<https://apps.apple.com/ca/app/my-health-benefits/id671060840>

For Android:

<https://play.google.com/store/apps/details?id=ca.symbilityhealth.mobileclaims>

On the app, you can access your benefit card, check balances and what you're eligible for, submit claims, and manage direct deposit information.



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ISSUES WITH A HEALTH CLAIM?

At members' request, we have conducted a review of denied claims from the last few months. The top 5 reasons why a claim has been delayed or denied are:

- The provider has not yet provided the required documentation to support the claim
- The same claim was submitted twice
- The claim exceeded the frequency limits
- The employee's dependents were not up-to-date in the system
- The employee did not have sufficient hours in their hoursbank to support coverage in that particular month

If a claim is not immediately approved, please read the correspondence you received regarding Explanation of Benefits ("EOB") as it will tell you the status of the claim and what, if anything, is needed to support it.

If you are having issues with a particular claim, or questions about your coverage in general, please [call \(1\) 800-263-3564](tel:18002633564) or [\(905\) 946-9700](tel:9059469700) 9:00 AM - 5:00 PM or email claims@millworkersuniforbenefits.org



DIRECT BILLING:

McAteer is one of the largest health insurance administrators in Canada. If your provider does direct billing, it is easy to set up direct billing with our plan. If your provider is having issues setting up direct billing, please have them call (1) 800-263-3564 or (905) 946-9700 during normal business hours or email questions@millworkersuniforbenefits.org.



BENEFIT BOOKLET:

This is a reminder that a word-searchable version of your benefit booklet can be found at:

<https://millworkersuniforbenefits.org/112-health/>

Printed copies can be provided upon request.



BENEFIT CARDS:

Benefit cards were sent out to your home addresses in May 2025, or when you joined the Plan. If you have not received an actual card, this means the plan does not have your correct address. Please contact the plan to update your address, phone number and email. They can also email you your card so that you can easily use it while you await the physical card.