

Health and Dental Plan FREQUENTLY ASKED QUESTIONS

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- **How did this plan come about?**

Early in 2016, CUPE 4207 began researching the possibility of a new Health & Dental benefit plan, successfully bargaining a funding commitment from Brock University into the Collective Agreement earlier this year.

- **Who administers the plan?**

Canadian Benefits is the plan administrator on behalf of the Benefits Committee who is responsible for the management of the plan. Canadian Benefits works with Unions nationally as a consultant and to support the administration of the plan.

- **Who underwrites the plan?**

After a review of the insurance marketplace to ensure the best value for Plan Members, Green Shield Canada was endorsed by the Benefits Committee effective September 1, 2017.

- **Does the plan apply to me?**

As a CUPE 4207 Member under the age of 75, you are eligible for the plan if you have held a teaching contract in the past two academic years.

If you have a teaching contract for the semester, you can enroll in the plan with premiums subsidized by Brock University.

All Members have the option of adding your family members to the plan. If you have other coverage, you can coordinate claims between the two plans.

- **Am I still eligible even though I am a Rand deductee?**

As a Rand deductee, you are entitled to the same basic rights and protections as other Members, including access to the benefit plan.

- **How do I enroll?**

In September, all CUPE 4207 Members under the age of 75 received an email offering enrollment in the plan, together with the enrollment form and the plan design.

Prior to the beginning of every semester, all Members eligible for employer premium subsidy will receive an email advising you of the timeframes to enroll.

- **If I enroll how is my information protected?**

As the plan administrator, Canadian Benefits maintains all enrollment files and is responsible for maintaining Green Shield enrollment records. Canadian Benefits is audited annually to ensure that their process is in line with appropriate standards.

Information forwarded to Green Shield Canada electronically will be password protected.

Claims statistics do not identify individuals, and only aggregate information on the number of claims, types of claims, and average claims costs are provided to the Trustees in the performance of their duties as custodians of the plan. As the plan administrator, Canadian Benefits does not have access to your claims details.

- **How can I get a copy of the plan details?**

A plan summary was emailed to every Member in September. In addition, all Members with qualifying contracts were emailed a second time.

If you are enrolled in the plan, all of the details are available on the [Green Shield website](#).

- **How do I submit claims?**

Your claims can be:

- submitted electronically by Providers, using your downloaded Green Shield ID card, or
- submitted electronically directly to Green Shield using your phone or your computer, or
- mailed to Green Shield

- **Where can I direct questions about the plan?**

The Benefits Plan is overseen by a Benefits Committee formed by Members of CUPE Local 4207. The function of the Committee is to ensure that the overall operation and administration of the Benefits Plan is beneficial to the membership and is financially sound. The Benefits Committee members are not compensated for their role.

Your Benefits Committee Members for the 2018/2019 benefits year are:

Gerry Boily
Brian Deruiter
Ian Wood

Leila Meskine
Katie Comeaux
Phil Wachel

Any questions regarding any specific claims payments should be directed to Green Shield Canada at 1-888-711-1119.

Should you have any questions or require any further information, please contact Canadian Benefits:

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Phone Number (Toll-free): 1-800-268-0285 ext. 229

E-mail: Brockenroll@canben.com