



**Carleton**  
UNIVERSITY

**Canada's Capital University**

**CUPE 2424  
Retirees**

canada  <sup>TM</sup>

We are pleased to offer you our services. As we adhere to principles of inclusion, all genders are incorporated in the language used in our communications with you.

## **BENEFIT DETAILS**

Canada Life™ is a leading Canadian life and health insurer. Canada Life's financial security advisors work with our clients from coast to coast to help them secure their financial future. We provide a wide range of retirement savings and income plans; as well as life, disability and critical illness insurance for individuals and families. As a leading provider of employee benefits in Canada, we offer effective benefit solutions for large and small employee groups.

### **Canada Life Online**

Visit our website at [www.canadalife.com](http://www.canadalife.com) for:

- information and details on Canada Life's corporate profile and our products and services
- investor information
- news releases
- contact information
- online claims submission

## **GroupNet for Plan Members**

As a Canada Life plan member, you can register for GroupNet™ for Plan Members at [www.canadalife.com](http://www.canadalife.com) or on the GroupNet Mobile app. To register, click “Sign in”. From there, click “GroupNet for plan members”, then follow the instructions to register. Make sure to have your plan and ID numbers available when registering.

With GroupNet and GroupNet Mobile you can:

- Submit claims quickly
- Review your coverage and balances
- Find healthcare providers like chiropractors and massage therapists near you
- Save your benefits cards to your payment service application or program
- Get notified when your claims have been processed

## **Canada Life’s Toll-Free Number**

To contact a customer service representative at Canada Life for assistance with your medical coverage, please call 1-800-957-9777.

## Customer complaints

We are committed to addressing your concerns promptly, fairly and professionally. Here is how you may submit your complaint.

- Toll-free:
  - Phone: 1-866-292-7825
  - Fax: 1-855-317-9241
- Email: [ombudsman@canadalife.com](mailto:ombudsman@canadalife.com)
- In writing:

The Canada Life Assurance Company  
Ombudsman's Office T262  
255 Dufferin Avenue  
London, ON N6A 4K1

For additional information on how you may submit a complaint, please visit [www.canadalife.com/complaints](http://www.canadalife.com/complaints).

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The information provided in the booklet is intended to summarize the provisions of Group Policy No. 153180 and Plan Document No. 51801. If there are variations between the information in the booklet and the provisions of the policy or plan document, the policy or plan document will prevail to the extent permitted by law.

**This booklet contains important information and should be kept in a safe place known to you and your family.**

**The Plan is administered by**



**This booklet was prepared on February 25, 2021 and reflects the plan design as of November 9, 2020**

## **Access to Documents**

You have the right, upon request, to obtain a copy of the policy, your application and any written statements or other records you have provided to Canada Life as evidence of insurability, subject to certain limitations.

## **Legal Actions**

### Insured benefits

Every action or proceeding against an insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), *The Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or other applicable legislation. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the Quebec Civil Code.

### Non-insured benefits

No legal action to recover non-insured benefits under this plan can be introduced for 60 days after notice of claim is submitted, or more than two years after a benefit has been denied.

## **Appeals**

### Insured benefits

You have the right to appeal a denial of all or part of the insurance or benefits described in the contract as long as you do so within one year of the initial denial of the insurance or a benefit. An appeal must be in writing and must include your reasons for believing the denial to be incorrect.

### Non-insured benefits

You have the right to appeal a denial of all or part of the coverage or benefits described in this plan as long as you do so within two years after the denial. An appeal must be in writing and must include your reasons for believing the denial to be incorrect.

## **Benefit Limitation for Overpayment**

### Insured benefits

If benefits are paid that were not payable under the policy, you are responsible for repayment within 30 days after Canada Life sends you a notice of the overpayment, or within a longer period if agreed to in writing by Canada Life. If you fail to fulfil this responsibility, no further benefits are payable under the policy until the overpayment is recovered. This does not limit Canada Life's right to use other legal means to recover the overpayment.

### Non-insured benefits

If benefits are overpaid you are responsible for repayment within six months, or within a longer period if agreed to by your employer. If you fail to fulfill this responsibility, further benefits will be withheld until the overpayment is recovered. This does not limit your employer's right to use other legal means to recover the overpayment.

## **Quebec Time Limit for the Payment of Benefits**

Where Quebec law applies, benefits will be paid in accordance with the terms set out in this plan within 60 days following receipt of the required proof of claim.

## **Employer Role**

For insured benefits, the employer's role is limited to providing employees with information and not advice.

## **Protecting Your Personal Information**

At Canada Life, we recognize and respect the importance of privacy. Personal information about you is kept in a confidential file at the offices of Canada Life or the offices of an organization authorized by Canada Life. Canada Life may use service providers located within or outside Canada. We limit access to personal information in your file to Canada Life staff or persons authorized by Canada Life who require it to perform their duties, to persons to whom you have granted access, and to persons authorized by law. Your personal information may be subject to disclosure to those authorized under applicable law within or outside Canada.

We use the personal information to administer the group benefits plan under which you are covered. This includes many tasks, such as:

- determining your eligibility for coverage under the plan
- enrolling you for coverage
- investigating and assessing your claims and providing you with payment
- managing your claims
- verifying and auditing eligibility and claims
- creating and maintaining records concerning our relationship
- underwriting activities, such as determining the cost of the plan, and analyzing the design options of the plan
- Canada Life's and its affiliates' internal data management and analytics
- preparing regulatory reports, such as tax slips



Your employer has an agreement with Canada Life in which your employer has financial responsibility for some or all of the benefits in the plan and we process claims on your employer's behalf. We may exchange personal information with your health care providers, your plan administrator, any insurance or reinsurance companies, administrators of government benefits or other benefit programs, other organizations, or service providers working with us or the above when relevant and necessary to administer the plan.

As a plan member, you are responsible for the claims submitted. We may exchange personal information with you and a person acting on your behalf when relevant and necessary to confirm coverage and to manage the claims submitted.

You may request access or correction of the personal information in your file. A request for access or correction should be made in writing and may be sent to any of Canada Life's offices or to our head office.

For a copy of our Privacy Guidelines, or if you have questions about our personal information policies and practices (including with respect to service providers), write to Canada Life's Chief Compliance Officer or refer to [www.canadalife.com](http://www.canadalife.com).

## **Notice of Liability for Benefits**

Your employer has entered into an agreement with The Canada Life Assurance Company whereby the Healthcare (except Global Medical Assistance) benefits outlined in this booklet are uninsured and your employer has liability for them.

This means that the Healthcare (except Global Medical Assistance) benefits are:

- an unsecured financial obligation and are payable from your employer's net income, retained earnings or other financial resources; and
- not underwritten by a licensed insurer or regulated insurer.

All claims will, however, be processed by Canada Life.

If British Columbia law applies, the giving of this notice exempts your employer from the requirements under the Financial Institutions Act (British Columbia).

If Quebec law applies, any uninsured benefit is not under the supervision and control of the Autorité des marchés financiers.

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# Benefit Summary

This summary must be read together with the benefits described in this booklet.

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## Healthcare

### Covered expenses will not exceed customary charges

#### Deductibles

Individual	\$25 each calendar year
Family	\$50 each calendar year

The individual and family deductibles do not apply to In-Canada Hospital, Out-of-Country Emergency Care, Global Medical Assistance and Visioncare expenses

#### Reimbursement Levels

In-Canada Hospital, Global Medical Assistance and Out-of-Country Emergency Care Expenses	100%
In-Canada Prescription Drug Expenses	
- covered dispense fee portion of the drug charge	100%
- remaining portion of the drug charge	80%
All Other Expenses	80%

## Out-of-Pocket Maximum for Quebec Residents

An out-of-pocket maximum is applied to in-province expenses for drugs listed in the *Liste de médicaments* published by the *Régie de l'assurance-maladie du Québec* if you live in Quebec (provincial formulary drug expenses). If the sum of the non-reimbursable amounts you are required to pay for provincial formulary drug expenses incurred for you and your dependent children or for your spouse in a calendar year reaches the maximum out-of-pocket level established by law, the amount payable for provincial formulary drug expenses incurred for the same individuals for the rest of the calendar year will be adjusted as follows:

1. reimbursement will be made at 100%
2. no further out-of-pocket amounts will apply

The out-of-pocket maximum does not apply to drug expenses incurred outside Quebec

## Basic Expense Maximums

Hospital	Semi-private room
Home Nursing Care	Included
In-Canada Prescription Drugs	Included
Zyban Smoking Cessation Products	3-month supply each calendar year or as otherwise required by law
Dispensing Fee Limit	The covered expense for the dispensing fee portion of a prescription drug charge is limited to \$8. This does not apply if you live in Quebec.

Custom-fitted Orthopedic Shoes Or Boots	1 pair each calendar year or the actual cost of modifications and adjustments to stock item footwear
Custom-made Foot Orthotics	2 pairs every 12 months to a maximum of \$450
Myoelectric Arms	Limited to the cost of an artificial arm
External Breast Prosthesis	1 every 5 calendar years
Surgical Brassieres	2 pairs each calendar year
Blood-glucose Monitoring Machines	1 every 4 years
Continuous Glucose Monitoring Machines Including Sensors and Transmitters	\$4,000 each calendar year
Transcutaneous Nerve Stimulators	Up to 6 months of rental
Custom-made Compression Hose	2 pairs each calendar year
Elastic Stockings	6 pairs each calendar year
Wigs for Cancer Patients	\$200 lifetime
Eyeglasses or Contact Lenses Following Cataract Surgery	\$50 per eye per lifetime
Automatically-adjusting Positive Airway Pressure Machines (APAP), Positive Airway Pressure Machines (BiPAP and VPAP) and Continuous Positive Airway Pressure Machines (CPAP)	Combined one device every 5 years
Supplies for CPAP, APAP, BiPAP and VPAP Machines	
- Mask	1 every 12 months
- Head Gear	1 every 12 months
- Hose	1 every 12 months
- Filters (Package of 5)	3 packages every 12 months

## Paramedical Expense Maximums

Chiropractors	\$200 each calendar year \$25 for x-rays each calendar year
Christian Science Practitioners	Included
Massage Therapists	\$400 each calendar year
Naturopaths	Included
Osteopaths	Included
Physiotherapists	Included
Podiatrists/Chiropodists	Included
Psychologists/Social Workers/ Psychotherapists/ Clinical Counsellors	Included
Speech Therapists	\$200 each calendar year

## Visioncare Expense Maximums

Eye Examinations	Once every 24 months
Eye Examinations, Glasses, Contact Lenses and Laser Eye Surgery	\$500 combined every 24 months
Visual Motor Therapy	\$10 every half hour

## Out-of-Country Emergency Care Expense Maximum

\$1,000,000 lifetime

## Lifetime Healthcare Maximum

Unlimited

## **COMMENCEMENT AND TERMINATION OF COVERAGE**

You are eligible to participate in the plan on the date your retirement begins providing you are at least age 55, you have completed at least 5 years of service with your employer and you were covered under your employer's regular group health plan on the day immediately preceding your retirement.

- You and your dependents will be covered as soon as you become eligible.

You may waive health coverage if you are already covered for this benefit under your spouse's plan. If you lose spousal coverage you must apply for coverage under this plan. If you do not apply within 31 days of loss of such coverage, or you were previously declined for coverage by Canada Life, you and your dependents may be required to provide evidence of good health acceptable to Canada Life to be covered for health benefits.

Your coverage terminates when you are no longer eligible or the plan terminates, whichever is earlier.

- Your dependents' coverage terminates when your coverage terminates or your dependent no longer qualifies, whichever is earlier.
- When your coverage terminates, you may be entitled to an extension of benefits under the plan. See your employer for details.

### **Survivor Benefits**

If you die while your coverage is still in force, the health benefits for your dependents will be continued until the end of the month in which they cease to be qualified dependents, or the due date of the first payment to which they have not made a required contribution for survivor coverage, whichever happens first.



## DEPENDENT COVERAGE

Dependent means:

- Your spouse, legal or common-law.

A common-law spouse is a person who has been living with you in a conjugal relationship for at least 12 months or, if you are a Quebec resident, until the earlier birth or adoption of a child of the relationship.

- Your unmarried natural, adopted, foster or step-child, including any natural child of an unmarried minor dependent and any other unmarried child for whom you have been appointed legal guardian for all purposes by a court of competent jurisdiction, under age 21, or under age 25 if they are full-time students.

**Note:** If you are a Quebec resident, full-time students are covered for prescription drug benefits until age 26.

Children under age 21 are not covered if they are working more than 30 hours a week, unless they are full-time students.

Children who are incapable of supporting themselves because of physical or mental disorder are covered without age limit if the disorder begins before they turn 21, or while they are students under 25, and the disorder has been continuous since that time.

## BENEFICIARY DESIGNATION

You may make, alter, or revoke a designation of beneficiary as permitted by law. Any designation of beneficiary you made under your employer's previous policy prior to the effective date of this policy applies to this policy until you make a change to that designation. You should review your beneficiary designation from time to time to ensure that it reflects your current intentions. You may change the designation by completing a form available from your employer.

## HEALTHCARE

A deductible may be applied before you are reimbursed. All expenses will be reimbursed at the level shown in the **Benefit Summary**. Benefits may be subject to plan maximums and frequency limits. Check the **Benefit Summary** for this information.

The plan covers customary charges for the following services and supplies. All covered services and supplies must represent reasonable treatment. Treatment is considered reasonable if it is accepted by the Canadian medical profession, it is proven to be effective, and it is of a form, intensity, frequency and duration essential to diagnosis or management of the disease or injury.

### Covered Expenses

- Ambulance, including air ambulance when provided by a licensed ambulance company. Transportation to the nearest centre where adequate treatment is available, from one treatment centre to another on the recommendation of the attending physician, or from a treatment centre to the patient's residence on the recommendation of the attending physician

If the services of a registered nurse are required during an air ambulance flight, nursing services and return air fare for the registered nurse are also covered.

- Hospital or home nursing care if it represents acute or convalescent care.

Acute care is active intervention required to diagnose or manage a condition that would otherwise deteriorate.

Convalescent care is active treatment or rehabilitation for a condition that will significantly improve as a result of the care and follows a 3-day confinement for acute care.

- Preferred accommodation in a hospital, excluding chronic care, long term care and palliative care, when provided in Canada.

For hospital accommodation, the plan covers the difference between the hospital's semi-private and standard ward rates.

For out-of-province hospital accommodation, any difference between the hospital's semi-private rate and the government authorized allowance in the person's home province is also covered.

The plan also covers the hospital facility fee related to dental surgery and any out-of-province hospital out-patient charges not covered by the government health plan in the person's home province.

### **Limitation**

Residences established primarily for senior citizens or which provide personal rather than medical care are not covered.

- The plan covers home nursing services of a registered nurse, a registered practical nurse if the person is a resident of Ontario or a licensed practical nurse if the person is a resident of any other province, when services are provided in Canada.

Nursing care is care that requires the skills and training of a professional nurse, and is provided by a professional nurse who is not a member of the patient's family.

You should apply for a pre-care assessment before home nursing begins.

- Drugs and drug supplies described below when prescribed by a physician or other person entitled by law to prescribe them, and provided in Canada. Benefits for drug expenses provided outside Canada are payable only as provided under the out-of-country emergency care provision.
  - Drugs which require a written prescription according to the Food and Drugs Act, Canada or provincial legislation in effect where the drug is dispensed, including oral contraceptives
  - Injectable drugs including vitamins, insulins and allergy extracts. Radium and drugs used for radioactive isotope treatment are covered. Syringes for self-administered injections are also covered.
  - Disposable needles for use with non-disposable insulin injection devices, lancets, test strips, alcohol swabs and sensors for flash glucose monitoring machines
  - Extemporaneous preparations or compounds if one of the ingredients is a covered drug
  - Fertility drugs
  - Certain other drugs that do not require a prescription by law may be covered. If you have any questions, contact your plan administrator before incurring the expense.

Unless the prescriber has prescribed a drug by its brand name and has specified in writing that the product is not to be interchanged, the plan will cover only the cost of the lowest priced equivalent generic drug.

For drugs eligible under a provincial drug plan, coverage is limited to the deductible amount and coinsurance you are required to pay under that plan.

- Rental or, at the plan's discretion, purchase of certain medical supplies, appliances and prosthetic devices prescribed by a physician including but not limited to:
  - continuous positive airway pressure machines (CPAP), automatically-adjusting positive airway pressure machines (APAP), bilevel positive airway pressure machines (BiPAP) and variable positive airway pressure machines (VPAP) combined to one device every 5 years. A patient must first go through a study done by a sleeping clinic. The following supplies are also covered:
    - (a) mask, one every 12 months
    - (b) head gear, one every 12 months
    - (c) hose, one every 12 months
    - (d) filters, a maximum of 3 packages every 12 months. Each package contains 5 filters
  - visual services or supplies due to cataract surgery
    - (a) eyeglasses or contact lenses following cataract surgery, limited to the amount listed in the Benefit Summary
    - (b) replacement of unbroken visual aids in lieu of cataract surgery
    - (c) replacement for glasses and contact lenses as a result of natural growth of a dependent child under age 18
  - visual services or supplies due to an accidental injury
    - (a) eyeglasses including prescribed safety glasses
    - (b) contact lenses where vision in the better eye cannot be corrected to the 20/70 level by glasses
    - (c) repairs due to breakage from the accidental injury
    - (d) replacement for glasses and contact lenses as a result of natural growth of a dependent child under age 18

- Custom-made foot orthotics when prescribed by a physician, podiatrist or chiropodist
- Custom-fitted orthopedic boots or shoes, when prescribed by a physician
- Hearing aids, including initial batteries, tubing and ear molds provided at the time of purchase, when prescribed by an audiologist, otolaryngologist, otologist or a physician. Repair charges are also covered. Ear examinations and tests are excluded
- Diabetic supplies prescribed by a physician: Novolin-pens or similar insulin injection devices using a needle, blood-letting devices including platforms but not lancets. Lancets are covered under prescription drugs
- Blood-glucose monitoring machines prescribed by a physician
- Flash glucose monitoring machines prescribed by a physician
- Continuous glucose monitoring machines prescribed by a physician, including sensors and transmitters
- Radium therapy, radioactive isotopes and diagnostic laboratory and imaging procedures performed in the person's province of residence are covered when that type of procedure is not listed as an insured procedure under their provincial government plan. For greater certainty, a procedure is not eligible for coverage if a person can choose to pay for it, in whole or in part, instead of having the procedure covered under their provincial government plan

- Out-of-hospital treatment of muscle and bone disorders, including diagnostic x-rays, by a licensed chiropractor
- Out-of-hospital services of a Christian Science Practitioner who is listed in the current Christian Science Journal
- Out-of-hospital services of a qualified massage therapist when prescribed by a physician, a nurse practitioner or a midwife
- Out-of-hospital services of a licensed naturopath
- Out-of-hospital services of a licensed osteopath, including diagnostic x-rays
- Out-of-hospital treatment of movement disorders by a licensed physiotherapist when recommended by a physician, a nurse practitioner or a midwife. Referrals are required every 12 months for ongoing treatment. A new referral is required if the ongoing treatment has been interrupted by a period of 6 months or longer. The physiotherapist must not be a participant in the Ontario Health Insurance Plan (OHIP), except that the initial assessment performed by a physiotherapist who is an OHIP participant will be covered
- Out-of-hospital treatment of foot disorders, including diagnostic x-rays, by a licensed podiatrist or chiropodist
- Out-of-hospital treatment by a registered psychologist, a qualified social worker, a registered clinical counsellor or a qualified psychotherapist when recommended by a physician. Referrals are required every 12 months for ongoing treatment. A new referral is required if the ongoing treatment has been interrupted by a period of 6 months or longer
- Out-of-hospital treatment of speech impairments by a qualified speech therapist when recommended by a physician. A new referral is required if the ongoing treatment has been interrupted by a period of 12 months or longer

- Treatment of injury to sound natural teeth. Treatment must start within 90 days after the accident unless delayed by a medical condition

A sound tooth is any tooth that did not require restorative treatment immediately before the accident. A natural tooth is any tooth that has not been artificially replaced

If an alternate dental procedure or material will restore the tooth (teeth) or dental arch(es) satisfactorily, then payment for the lesser procedure or material will be made toward a more elaborate or precision appliance/procedure that the patient and his or her dentist may choose.

### **Limitations**

No benefits are paid for:

- accidental damage to dentures
- dental treatment completed more than 36 months after the accident
- orthodontic diagnostic services or treatment

### **Visioncare**

- Eye examinations, including refractions, once every 24 months, when they are performed by a licensed ophthalmologist or optometrist, and coverage is not available under your provincial government plan
- Glasses and contact lenses required to correct vision when provided by a licensed ophthalmologist, optometrist or optician
- Laser eye surgery required to correct vision when performed by a licensed ophthalmologist
- Visual motor therapy performed by a licensed ophthalmologist or optometrist.



## Global Medical Assistance Program

This program provides medical assistance through a worldwide communications network which operates 24 hours a day. The network locates medical services and obtains Canada Life's approval of covered services, when required as a result of a medical emergency arising while you or your dependent is travelling for vacation, business or education. Coverage for travel within Canada is limited to emergencies arising more than 500 kilometres from home. You must be covered by the government health plan in your home province to be eligible for global medical assistance benefits. The following services are covered, subject to Canada Life's prior approval:

- On-site hospital payment when required for admission, to a maximum of \$1,000
- If suitable local care is not available, medical evacuation to the nearest suitable hospital while travelling in Canada. If travel is outside Canada, transportation will be provided to a hospital in Canada or to the nearest hospital outside Canada equipped to provide treatment

When services are covered under this provision, they are not covered under other provisions described in this booklet

- Transportation and lodging for one family member joining a patient hospitalized for more than 7 days while travelling alone. Benefits will be paid for moderate quality lodgings up to \$1,500 and for a round trip economy class ticket
- If you or a dependent is hospitalized while travelling with a companion, extra costs for moderate quality lodgings for the companion when the return trip is delayed due to your or your dependent's medical condition, to a maximum of \$1,500

- The cost of comparable return transportation home for you or a dependent and one travelling companion if prearranged, prepaid return transportation is missed because you or your dependent is hospitalized. Coverage is provided only when the return fare is not refundable. A rental vehicle is not considered prearranged, prepaid return transportation
- In case of death, preparation and transportation of the deceased home
- Return transportation home for minor children travelling with you or a dependent who are left unaccompanied because of your or your dependent's hospitalization or death. Return or round trip transportation for an escort for the children is also covered when considered necessary
- Costs of returning your or your dependent's vehicle home or to the nearest rental agency when illness or injury prevents you or your dependent from driving, to a maximum of \$1,000.

#### **Limitation**

Benefits will not be paid for vehicle return if transportation reimbursement benefits are paid for the cost of comparable return transportation home

Benefits payable for moderate quality accommodation include telephone expenses as well as taxicab and car rental charges.

#### **Limitation**

Meal expenses are not covered.

## **Out-Of-Country Emergency Care**

The plan covers medical expenses incurred as a result of a medical emergency arising while you or your dependent is outside Canada for vacation, business or education purposes and it is required during the first 180 days starting with the person's departure from Canada. To qualify for benefits, you must be covered by the government health plan in your home province.

A medical emergency is a sudden, unexpected injury or an acute episode of disease.

- The following services and supplies are covered when related to the initial medical treatment:
  - treatment by a physician
  - diagnostic x-ray and laboratory services
  - hospital accommodation in a standard or intensive care unit, if the confinement begins while you or your dependent is covered
  - medical supplies provided during a covered hospital confinement
  - paramedical services provided during a covered hospital confinement
  - hospital out-patient services and supplies
  - medical supplies provided out-of-hospital if they would have been covered in Canada
  - drugs
  - out-of-hospital services of a professional nurse
  - ambulance services by a licensed ambulance company to the nearest centre where essential treatment is available
  - dental accident treatment if it would have been covered in Canada

## **Limitations**

If your medical condition permits you to return to Canada, benefits will be limited to the amount payable under this plan for continued treatment outside Canada or the amount payable under this plan for comparable treatment in Canada, plus return transportation, whichever is less.

No benefits will be paid for:

- expenses for the regular treatment of an injury or disease that existed before the departure; and
- expenses incurred on a non-emergency or referral basis.

You or your dependent must return to his or her province of residence for at least 30 consecutive days before becoming eligible for another 180 days of coverage.

### **Limitations**

Except to the extent otherwise required by law, no benefits are paid for:

- Expenses private benefit plans are not permitted to cover by law
- Services or supplies for which a charge is made only because you have coverage
- The portion of the expense for services or supplies that is payable by the government health plan in your home province, whether or not you are actually covered under the government health plan
- Any portion of services or supplies which you are entitled to receive, or for which you are entitled to a benefit or reimbursement, by law or under a plan that is legislated, funded, or administered in whole or in part by a government (“government plan”), without regard to whether coverage would have otherwise been available under this plan

In this limitation, government plan does not include a group plan for government employees

- Services or supplies that do not represent reasonable treatment

- Services or supplies associated with:
  - treatment performed only for cosmetic purposes
  - recreation or sports rather than with other daily living activities
  - the diagnosis or treatment of infertility, other than drugs
  - contraception, other than oral contraceptives
- Services or supplies not listed as covered expenses
- Extra medical supplies that are spares or alternates
- Services or supplies received outside Canada except as listed under Out-of-Country Emergency Care and Global Medical Assistance
- Services or supplies received out-of-province in Canada unless you are covered by the government health plan in your home province and benefits would have been paid under this plan for the same services or supplies if they had been received in your home province

This limitation does not apply to Global Medical Assistance

- Expenses arising from war, insurrection, or voluntary participation in a riot
- Expenses for which benefits are payable under a Workers' Compensation Act, Workplace Safety and Insurance Act or a similar statute
- Expenses incurred due to intentionally self-inflicted injuries, while sane or insane
- Expenses for services and products rendered or prescribed by a person who is ordinarily a resident in the patient's home or who is related to the patient by blood or marriage

- Out-of-province expenses for elective (non-emergency) medical treatment or surgery
- Brain or body scanners, or in connection with cosmetic or plastic surgery, unless for restorative purposes to repair tissue damaged by disease or bodily injury
- Eyeglasses or hearing aids, except otherwise provided in this plan, rest cures, travel for health reasons, periodic health check-ups or examinations, or examinations for insurance purposes
- Services provided in a health spa, chronic care or psychiatric hospital or chronic care unit of a general hospital, except as otherwise provided in this plan, or for services or supplies provided while confined in a nursing home or home for the aged
- Any care, services or supplies which are not medically necessary
- Bodily injury sustained while committing or attempting to commit a criminal offense
- Replacement of any supply, appliance or prosthetic device covered under this plan, except where the replacement is normal because the item is no longer serviceable due to general usage, or as a result of the natural growth of a child
- Chronic care
- Visioncare services and supplies required by an employer as a condition of employment
- Non-prescription sunglasses and safety glasses
- Podiatric treatments for which a portion of the cost is payable under the Ontario Health Insurance Plan (OHIP). Benefits for these services are payable only after the maximum annual OHIP benefit has been paid

In addition under the prescription drug coverage, no benefits are paid for:

- Oral vitamins, minerals, dietary supplements, homeopathic preparations, infant formulas or injectable total parenteral nutrition solutions
- Diaphragms, condoms, contraceptive jellies, foams, sponges, suppositories, contraceptive implants or appliances
- Any drug that does not have a drug identification number as defined by the Food and Drugs Act, Canada
- Any single purchase of drugs which would not reasonably be used within 34 days. In the case of certain maintenance drugs, a 100-day supply will be covered
- Drugs dispensed by a dentist or clinic or by a non-accredited hospital pharmacy
- Drugs administered during treatment in an emergency room of a hospital, or as an in-patient in a hospital
- Preventative immunization vaccines and toxoids
- Non-injectable allergy extracts
- Drugs that are considered cosmetic, such as topical minoxidil or sunscreens, whether or not prescribed for a medical reason
- Anti-obesity drugs
- Protein supplements

- Experimental drugs
- Smoking cessation products, other than Zyban
- Drugs used to treat erectile dysfunction
- Drugs or drug supplies not listed in the *Liste de médicaments* published by the *Régie de l'assurance-maladie du Québec* in effect on the date of purchase or which are received out-of-province, when prescribed for a dependent child who is a student over age 24 and you are a resident of Quebec

**Note:** If you are age 65 or older and reside in Quebec, you cease to be covered under this plan for basic prescription drug coverage and are covered under the basic plan provided by the *Régie de l'assurance-maladie du Québec*, unless you elect to be covered under this plan as set out below.

A one-time election may be made to be covered under this plan. You must make this election and communicate it to your employer by the end of the 60-day period immediately following:

- the date you reach age 65; or
- the date you become a resident of Quebec, within the meaning of the Health Insurance Act, Quebec, if you are age 65 or over.

While your election to be covered under this plan is in effect, you will be deemed not to be entitled to the basic plan provided by the *Régie de l'assurance-maladie du Québec*.

“Basic prescription drug coverage” means the portion of drug expenses that is reimbursed by the *Régie de l'assurance-maladie du Québec*.



## How to Make a Claim

- **Out-of-country claims (including those for Global Medical Assistance expenses)** should be submitted to Canada Life as soon as possible after the expense is incurred. It is very important that you send your claims to the Canada Life Out-of-Country Claims Department immediately as your Provincial or Territorial Medical Plan has very strict time limitations.

Access GroupNet for Plan Members to obtain a personalized claim form or obtain form M5432 (Statement of Claim Out-of-Country Expenses form) from your employer. You must also obtain the Government Assignment form, and residents of British Columbia, Quebec and Newfoundland & Labrador must also obtain the Special Government Claim form. The Canada Life Out-of-Country Claims Department will forward the appropriate government forms to your attention when required.

You should complete all applicable forms, making sure all required information is included. Attach all original receipts and forward the claim to the Canada Life Out-of-Country Claims Department. Be sure to keep a copy for your own records. The plan will pay all eligible claims including your Provincial or Territorial Medical Plan portion. Your Provincial or Territorial Medical Plan will then reimburse the plan for the government's share of the expenses.

Out-of-country claims must be submitted within a certain time period that varies by province or territory. For the claims submission period applicable in your province or territory or for any other questions or for assistance in completing any of the forms, please contact Canada Life's Out-of-Country Claims Department at 1-800-957-9777.

- **Claims for expenses incurred in Canada, for paramedical services and visioncare**, may be submitted online. To use this online service you will need to be registered for GroupNet for Plan Members and signed up for direct deposit of claim payments with eDetails. For online claim submissions, your Explanation of Benefits will only be available online.

Online claims must be submitted to Canada Life as soon as possible, but no later than 6 months after you incur the expense.

You must retain your receipt for 12 months from the date you submit your claim to Canada Life as a record of the transaction, and you must submit it to Canada Life on request.

- **For all other Healthcare claims**, access GroupNet for Plan Members to obtain a personalized claim form or obtain form M635D from your employer. Complete this form making sure it shows all required information.

Attach your receipts to the claim form and return it to the Canada Life Benefit Payment Office as soon as possible, but no later than 18 months after you incur the expense.

- **For drug claims**, your employer will provide you with a prescription drug identification card. Present your card to the pharmacist with your prescription.

Before your prescription is filled, an Assure Claims check will be done. Assure Claims is a series of seven checks that are electronically done on your drug claim history for increased safety and compliance monitoring. This has been designed to improve the health and quality of life for you and your dependents. Checks done include drug interaction, therapeutic duplication and duration of therapy, allowing the pharmacist to react prior to the drug being dispensed. Depending on the outcome of the checks, the pharmacist may refuse to dispense the prescribed drug.

## COORDINATION OF BENEFITS

- Benefits for you or a dependent will be directly reduced by any amount payable under a government plan. If you or a dependent are entitled to benefits for the same expenses under another group plan or as both an employee and dependent under this plan or as a dependent of both parents under this plan, benefits will be co-ordinated so that the total benefits from all plans will not exceed expenses.
- You and your spouse should first submit your own claims through your own group plan. Claims for dependent children should be submitted to the plan of the parent who has the earlier birth date in the calendar year (the year of birth is not considered). If you are separated or divorced, the plan which will pay benefits for your children will be determined in the following order:
  1. the plan of the parent with custody of the child;
  2. the plan of the spouse of the parent with custody of the child;
  3. the plan of the parent without custody of the child;
  4. the plan of the spouse of the parent without custody of the child

You may submit a claim to the plan of the other spouse for any amount which is not paid by the first plan.



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