

A smiling man with a beard, wearing a dark blue blazer over a light blue shirt and khaki pants, is walking outdoors. He is holding a black coffee cup in his right hand and has a brown leather messenger bag slung over his shoulder. He is also holding the handlebars of a bicycle. The background shows a modern building and some trees under a clear blue sky.

Carleton University Benefit Update

Administrative and Technical
Employees

Your presenting team



Natalie Day
Account Executive



Teshia Placid
Senior Service Consultant



Agenda

Plan design enhancements effective June 1, 2025

Impacting the following benefits:

- Prescription Drugs

A photograph of two elderly women with grey hair laughing together outdoors. The woman on the left is wearing a black top and holding a rolled-up blue yoga mat. The woman on the right is wearing a maroon top and holding a dark water bottle. In the background, another woman is visible, and there are trees and a grassy area. A semi-transparent white box is overlaid on the left side of the image, containing the text 'Prescription drugs' in red.

Prescription drugs

Enhanced generic substitution



Reimbursement of a prescription is limited to the cost of the lowest-priced generic option



Generic drugs are typically less expensive but just as effective as brand name drugs



Both drugs have the same active chemical ingredient, dosage strength and dosage form

Prescription drugs

Direct submission by pharmacy to Canada Life

- Dispensing fee limit: \$8.00
- **Enhanced generic substitution (effective June 1, 2025)**
- Unlimited calendar year maximum

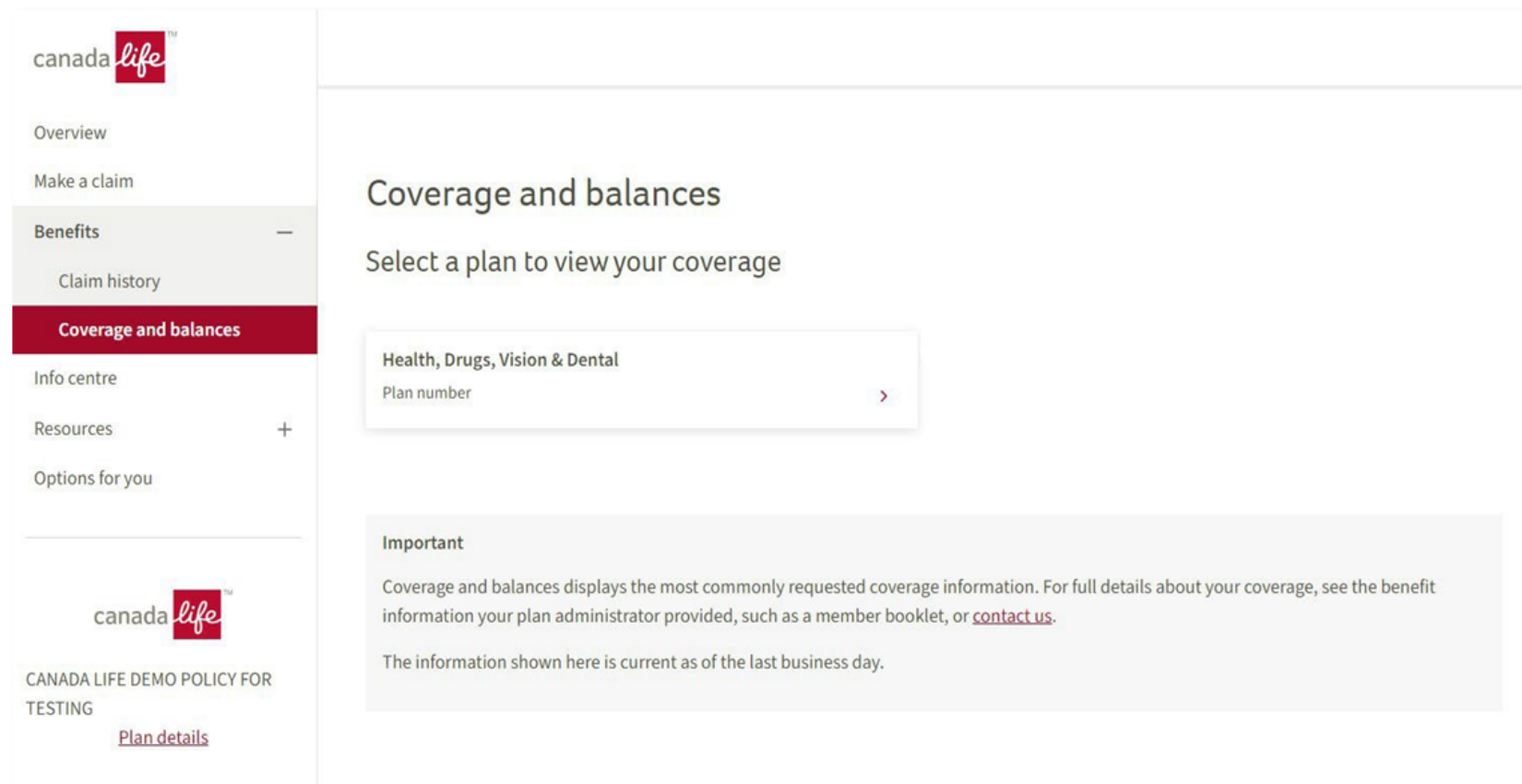
Drug Coverage Search Tool on My Canada Life at work/GroupNet for plan members to check drug eligibility

Drug coverage search tool

Step 1

First, click on Coverages and balances under Benefits

Next, select the plan that covers drugs



canada life

Overview

Make a claim

Benefits —

Claim history

Coverage and balances

Info centre

Resources +

Options for you

canada life

CANADA LIFE DEMO POLICY FOR TESTING

[Plan details](#)

Coverage and balances

Select a plan to view your coverage

Health, Drugs, Vision & Dental

Plan number >

Important

Coverage and balances displays the most commonly requested coverage information. For full details about your coverage, see the benefit information your plan administrator provided, such as a member booklet, or [contact us](#).

The information shown here is current as of the last business day.

Drug coverage search tool

Step 2

Select Drugs

The screenshot shows the 'Coverage and balances' section of the Canada Life website. On the left is a navigation menu with the following items: 'Overview', 'Make a claim', 'Benefits' (with a minus sign), 'Claim history', 'Coverage and balances' (highlighted in red with a plus sign), 'Info centre', 'Resources' (with a plus sign), and 'Options for you'. At the bottom of the menu is the Canada Life logo and the text 'CANADA LIFE DEMO POLICY FOR TESTING' with a link to 'Plan details'. The main content area has a back arrow and the text '< Back to plan selection'. Below this is the heading 'Coverage and balances' and the instruction 'Select a benefit to continue'. There are four benefit cards: 'Health' (with a heart icon), 'Drugs' (with a pill bottle icon and circled in red), 'Dental' (with a tooth icon), and 'Vision' (with a glasses icon). At the bottom of the main area is a light blue informational bar with an 'i' icon and the text 'For a high-level overview of what your plan includes, see **benefits at a glance**.'

Drug coverage search tool

Step 3

Click on Drug Search.

Next, enter the requested information including the province or territory where the drugs will be purchased and the Drug Identification Number (DIN) or the drug name.

Lastly, click on the search button.

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Overview

Make a claim

Benefits

Claim history

Coverage and balances

Info centre

Resources

Options for you

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CANADA LIFE DEMO POLICY FOR TESTING

[Plan details](#)

< Back to benefit selection

Drug benefit

Single coverage

Health, Drugs, Vision & Dental (178123)

Summary Drug search

Search drug coverage

All fields required

Name (who is the drug for?)

BERT DEMO GRANGER

Province or territory of drug purchase

Quebec

Type at least 4 characters to display a list of drugs

Enter drug name or drug identification number (DIN)

By using this search tool, I confirm that I've read and understand the [disclaimer](#).

Drug coverage search tool

Step 4

If the drug you're searching for is covered under the plan, it will be reflected as eligible for coverage and the system will also display the applicable coverage details **specific** to your drug benefit plan design.

canada *life*

Overview

Make a claim

Benefits

Claim history


Coverage and balances

Estimates

Info centre

Resources

Options for you



CANADA LIFE DEMO POLICY FOR TESTING

[Plan details](#)

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By using this search tool, I confirm that I've read and understand the [disclaimer](#).

< Back to results

Learn more about this drug ↗

✔ Eligible

Payable at 90%
Deductible is \$2.00 per prescription

Plan number:	Member ID (certificate):	Plan type:
178123	E000001002	Health, Drugs, Vision & Dental
Patient:	DIN:	Province/territory:
BERT DEMO GRANGER	02405601	Ontario

Generic drug equivalent

We didn't find any generic equivalents for the drug you're looking for. If your drug isn't eligible for coverage, consider asking your health care professional for other treatment options.

Prior Authorization

The drug you're searching for may require prior authorization.

The prior authorization program is administered by FACET.

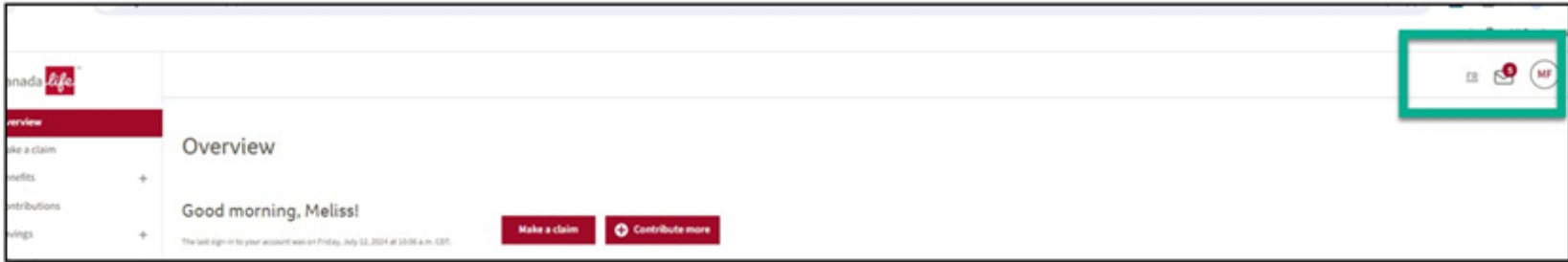
The form which must be completed before a prior authorization drug can be considered for reimbursement is located on their website.

A link is also located in the message centre.

Message:

<p>Pre-approval process for drugs</p> <p>Some medications require prior authorization. Find out about the approval process and get prior authorization forms.</p> <p>https://www.facetprogram.ca/en/</p>	<ul style="list-style-type: none"><p>Processus d'approbation préalable de médicaments</p><p>Certains médicaments sont assujettis au programme d'autorisation préalable. Renseignez-vous sur le processus d'approbation et obtenez les formulaires d'autorisation préalable requis.</p><p>https://www.facetprogram.ca/fr/</p>
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Location:



Numbers you'll need

Your benefits are provided under the following policy numbers:

- Policy # 51801- Health Care including Drugs and Visions and Dental Benefits
- Policy # 153180 – Long Term Disability Benefits

We're here to support you:

- Enrolment support: 1-833-526-2313
- Coverage or claims: 1-800-957-9777
- Technical support: 1-888-222-0775

Simple and secure access to your benefits information

With **My Canada Life at Work** you can:

- Submit claims online
- Find information on coverage, balances and claim history
- Sign up for direct deposit
- Get text messages or email notifications when claims have been processed
- View, save and print benefit cards

Need help?

Coverage or claims: **1-888-957-9777**

Technical support: **1-888-222-0775**

A smiling woman with short dark hair, wearing a brown button-down shirt and large gold hoop earrings, is holding a white coffee cup and a smartphone. She is looking up and to the right. The background is a blurred outdoor scene with trees. A large white rectangular box is overlaid on the left side of the image, containing the text "Thank you".

Thank you