



Boilermakers' National Health Plan (Canada)

Active Member and Early Retiree Emergency Travel Assistance Program COVID-19 FAQ

This is the most up to date information from Manulife regarding COVID-19 and your Emergency Travel Assistance (ETA) coverage for active members and early retirees. It is in a question and answer format. Please note it is your responsibility to ensure you are in benefit for this coverage and that you discuss any health concerns with Manulife before you leave your province of residence. The Plan is not responsible for benefits if you are not covered or did not meet the stable health requirement of Manulife.

Manulife ETA Contact Information

- Canada/US: 1-800-265-9977
- Mexico: 00-1-800-514-3702
- Dominican Republic: 1-888-751-4403
- International Toll Free: Dialing Prefix + 800-9221-9221
- All Other Countries: 1-519-741-8450

Emergency Travel Group Assistance Number: 5130
Group Policy Number: 10036



Last updated October 22, 2020

Frequently Asked Questions

COVID-19 (Novel Coronavirus and your ETA Coverage)

Notes: The COVID-19 situation continues to evolve. Please be aware: we are making decisions each day as new information is available. We will endeavour to provide you with updates as soon as possible.

Does my Emergency Out-of-province/Out-of-Canada insurance cover me if I get COVID-19 while travelling?

When travelling, if you or a covered member of your family have a medical emergency and get sick (with COVID-19 or another illness), your Out-of-province/Out-of-Canada coverage will pay for your emergency medical treatments, subject to the terms of the policy. The

policy has a 90-day trip limit and maximum coverage of \$1 million. There are no restrictions/exclusions on where you travel under the Emergency Out-of-province/Out-of-Canada benefit.

As a Group plan member, what happens if I am placed in quarantine by a medical doctor or Public Health official while I am travelling?

Manulife cares about the health of Canadians.

If you or a family member experience a medical emergency and get sick while travelling and are quarantined (example: diagnosed with COVID-19), you would be eligible for coverage under your emergency Out-of-province/Out-of-Canada benefit, subject to the 90-day trip limit and the \$1 million maximum benefit. [Please refer to the Plan booklet for more information.](#)

In addition, your Trip Interruption coverage will cover your costs for food, accommodations, and return transportation home (example: if you miss your originally scheduled flight). [Please refer to the Plan booklet for more information.](#)

If you are placed in medical quarantine while travelling but are not sick or having a medical emergency, the Plan would not provide any coverage for trip interruption costs. This is because Emergency Travel Assistance is intended to protect you if you have a medical emergency or get sick.

What happens if I am quarantined by a doctor or Public Health official, but I'm nearing the maximum number of days eligible for coverage while out-of-country?

If you are quarantined but nearing the maximum number of days (90) of eligible coverage, your Emergency Out-of-province/Out-of-Canada coverage will be extended until you are stable, released from quarantine and able to secure safe passage home. This applies as long as you are under quarantine – whether you have been diagnosed or not. [Please refer to the Plan booklet for more information.](#)

I'm having a medical emergency while travelling but I can't get through to Allianz by phone. What can I do?

If you are unable to reach Allianz by phone and are experiencing an urgent medical emergency, you can email Allianz at CaseManagementCA@allianz-assistance.ca. Use the word "URGENT" in the subject line to reach the Medical Operations team. This inbox is for urgent and ongoing medical emergencies only. Please provide:

- The plan member's name
- Contact phone number
- Email address if possible
- Group & Certificate numbers
 - Emergency Travel Group Assistance Number: 5130
 - Group Policy Number: 10036

Due to the high volume of calls at this time, you can take up to 30 days from your scheduled departure date to submit your claim (you don't need to call Allianz at the time you cancel

your trip or vacation). Example: If your departure date was May 1, you have until May 31 to submit your claim to Allianz.

Questions? Send a message to Allianz: COVID19inquiries@allianz-assistance.ca

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How do the news reports I've heard about Manulife's travel insurance affect me?

The stories on the news about Manulife **individual** travel insurance do not affect your Group Benefits insurance policy.

Manulife's Group policies, which are insurance plans provided by employers or organizations, are not part of the individual travel insurance changes announced by Manulife effective March 5. Those changes only apply to Manulife's travel insurance products that are sold to individual customers.

How do the news reports I've heard about travel insurance provided by Allianz Global Assistance affect me?

The stories on the news about travel insurance provided by Allianz do not affect your Group Benefits insurance policy.

Manulife's Group policies, which are insurance plans provided by employers or organizations, are not part of the changes announced by Allianz, which took effect on March 11.

