



BOILERMAKERS' NATIONAL HEALTH AND WELFARE PLAN (CANADA)

ALL-IN-ONE BENEFIT CARD

WELCOME PACKAGE

**Thank you for taking the time to review your all-in-one benefit card welcome package.
If you have any questions, please contact the Plan Administration Office.**

Plan Administration Office (Markham, ON)
45 McIntosh Drive, Markham, ON L3R 8C7
Telephone: (905)-946-2530
Hours: M-F, 7:30am – 6:00pm

Plan Administration Office (Edmonton, AB)
15220-114 Ave, Edmonton, AB T5M 2Z2
Telephone: (780)-455-3502
Hours: M-F, 8:30am – 4:30pm

Toll-Free: 1-800-668-7547

E-mail: questions@boilermakersbenefits.ca

Plan Member Website: www.boilermakersbenefits.ca

Your All-In-One Benefit Card

Show your benefit card to your pharmacist, dentist and any of your other health service providers so they can update their records.


Prescription drug claims must be submitted directly by your pharmacist. Dental claims must be submitted directly by your dentist. Many other providers (optometrist, chiropractors, physiotherapists, registered massage therapists, etc.) will also be able to submit your claims electronically using your benefit card.

Plan Member Online Services

There are many tools available on the Plan Member Website at www.boilermakersbenefits.ca. By clicking on “Submit Claims” on the homepage, you will be re-directed to Plan Member Online Services.

You register on the Plan Member Online Services page. The registration process is fast. You will need the following information:

1. Your ID Number (shown on your benefit card)
2. Registration key
3. Your date of birth

 To get your registration key, please click on “Get a Registration Key” on the right-hand side of the Plan Member Online Services homepage.

Tools and Services

Once you have registered for Plan Member Online Services, you have access to a number of helpful tools and services such as:

1. Submit claims online for paramedical services or vision care
2. Direct deposit of claims payments right to your bank account
3. Check your claims history
4. Find a provider
5. Print temporary benefit card if you lost yours

If you submit claims online for other providers (chiropractor, physiotherapy, registered massage therapy, vision care, etc.) you may be asked to submit your receipts to the Plan Administration Office. The Plan might ask you to submit your receipts for the purpose of random audits. Please keep your receipts in a safe place for 13 months.



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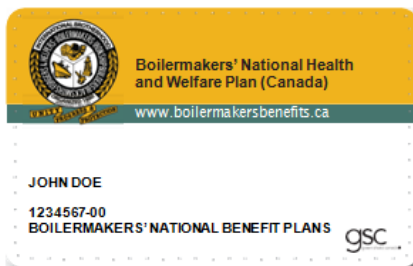
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Benefit Card Details

Your personalized all-in-one benefit card unique ID number ends in -00 and is printed on the front of the card below your name. If you have eligible dependants, they will be listed on the back of the benefit card. They share the same number as you except that their ID number ends in their own unique dependant code (-01, -02, etc.)

Green Shield Canada provides some claims management services and supports the Plan's benefit card technology.



Direct Deposit of Claims

Follow these steps to sign up for direct deposit of claims payments right to your bank account:

1. Log into your Plan Member Online Services account using your username and password
2. Select "Direct Deposit" from the left menu
3. Enter your bank account information (transit number, bank number, account number)
4. Select if you would like an e-mail statement notification
5. Click "Submit my banking information"

If you submit a claim online, you should expect payment to your bank within 2 business days.

Provincial Health Care Coverage

The Plan requires that all members and dependants be enrolled in their provincial health care plan. Enrolment is mandatory to meet the Plan's eligibility rules.

Co-ordination of Benefits

If you or your Spouse has benefit coverage through another plan, you can coordinate with this Plan to receive up to 100% reimbursement for eligible expenses.

Prescription Drug Special Authorization Form

Only certain drugs require prior authorization. The Plan has established medical criteria that members must meet for each prior authorization drug before approval for coverage.

If you are prescribed a drug that requires prior authorization, your pharmacist will let you know and you will have to apply for coverage for that drug from the Plan. Your physician/authorized prescriber will fill out the "Prescription Drug Special Authorization Request Form". You are able to access the "Prescription Drug Special Authorization Request" form through your pharmacy or on the Plan Member's Website at www.boilermakersbenefits.ca/forms.

Once you receive approval for the drug, your profile at the Plan Administration Office is updated so that all future claims for the same drug are automatically approved.



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Vision Care

If your optician is registered with Green Shield Canada, you can have your claims for eye exams, lenses and frames paid for at the point of purchase. If your optician is not yet registered, you can submit your claims online through Plan Member Online Services for quick reimbursement or mail a completed claim form (available on the Plan's Member Website) and original receipts to the Plan Administration Office.

Dental Care

Before treatment begins on dental work anticipated to cost more than \$500.00, or for a crown, bridge, denture or orthodontic work, your dentist must send a "Request for Pre-Determination" form. This can be sent electronically or mailed to the Plan Administration Office. Once submitted, the Plan will let you know the amount of the dental expense the Plan will reimburse. Dental claims should be submitted electronically by your dentist. Your dental office should be able to do this before you leave their office.

Lost, Damaged or Stolen Benefit Cards

If you have lost, damaged or had your benefit card stolen do not worry. Please notify the Plan Administration Office at 1-800-668-7547.

Technical Difficulty

If you are experiencing technical difficulty with Plan Member Online Services or your benefit card, please notify the Plan Administration Office at 1-800-668-7547.

Questions

If you have any questions about your benefit card, please notify the Plan Administration Office at 1-800-668-7547.

Top 5 Frequently Asked Member Questions

1. Can I come into the Administration Office?

➔ Yes. The Plan Administration Offices are open as usual in Markham, ON and Edmonton, AB. A staff member would be happy to assist you with any questions you may have in person.

2. Can I check my vision care benefit allowance online to see when I can get new glasses?

➔ Yes. If you have registered for Plan Member Online Services you are able to access this information.

3. There is an error on my new benefit card. How can I get this corrected?

➔ Please contact the Plan Administration Office. A staff member will be happy to assist you.

4. My Spouse and child would like a benefit card too. How can I get another one?

➔ You can contact the Plan Administration Office and they can order you one right away. If your child is a full-time student away from home and is covered under the Plan they may also receive a benefit card.

5. My claim was paid at a different amount than what I submitted. I do not agree. Who do I contact?

➔ Contact the Plan Administration Office. If your concern is not resolved the Plan has a formal claims appeal process so that you can appeal your claim payment.