

Health Care Plan Benefit Provider Changes - January 1, 2024

What is changing and why?

The health care plan Board of Trustees have determined that in order to improve the user experience for plan members, a change from Manulife to Canada Life and GreenShield is required. Both Canada Life and GreenShield are Canada-wide benefits providers with well-developed systems and processes. This change will take effect on January 1, 2024.



Canada Life:
Life Insurance, Dependent Life Insurance,
Short Term Disability



GreenShield:
Extended Health, Dental

What is not changing?

- Your plan coverage (e.g., annual/lifetime maximums, co-payments) will remain the same.
- Your eligibility for coverage will not change.
- This change will not disrupt any active short term disability claims.
- The TELUS Health Member Service Centre (formerly known as LifeWorks) remains as the plan administrator. The Member Service Centre contact information is not changing.
- AIG is still your benefits provider for accidental death and dismemberment.

Is there anything I should do?

- Contact the Member Service Centre to ensure that they have your up-to-date mailing address and dependents' information (if applicable) before December 2023. GreenShield will send your new benefits ID card by mail in December 2023. This new ID card will become active effective January 1, 2024. You will also be able to begin using the GreenShield website and mobile app in January 2024.
- Submit all your 2023 claims to Manulife through the Manulife website or the mobile app before December 29, 2023. Mailed paper claims must be received by Manulife before December 29, 2023. You will no longer have access to the Manulife website and mobile app starting January 1, 2024.
- Active disability claims approved in 2023 will continue to be handled by Manulife for continuity.

What's next?

- Keep an eye out for another communication and detailed FAQ document that will be sent to you later this year. Information will also be available on the plan member website: www.local47.hroffice.com
- Contact the Member Service Centre to ensure that they have your up-to-date mailing address and dependents' information (if applicable).
- In the meantime, please continue to submit your claims to Manulife as usual.
- Watch your mailbox for your GreenShield ID card in December 2023. Beginning in January 2024, update your providers with your new identification information (i.e., pharmacist, dentist, vision care providers, practitioners, etc.).

UNITE HERE Local 47 Member Service Centre

c/o

2nd Floor - 411 Dunsmuir Street, Vancouver, BC V6B 1X4

Hours of operation: 10:00 a.m. – 6:00 p.m. MST

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