



# benefits FYI



## Benefits Check-up

*Review your UBC benefits enrolments periodically to ensure information on file is complete, accurate, and up-to-date.*

It only takes a few minutes to sign in to the UBC Faculty and Staff Self-Service portal (<https://www.auth.cwl.ubc.ca/auth/login?serviceName=psslogin>) using your Campus Wide Login to check:

a. Your emergency contact information. Make updates and changes directly in the self-service portal.

b. Demographic information for you and your dependents. If the information is incorrect or incomplete, contact UBC Financial Services immediately:

Vancouver: Surname A to L: 604-827-3212

Surname M to Z: 604-822-8701

Okanagan: 250-807-8806 or 250-807-8625

c. Your benefits enrolments. If the enrolments are incorrect or if you wish to make changes, contact UBC Financial Services immediately at the telephone numbers listed above.

d. The Basic Group Life insurance and/or Optional Group Life insurance beneficiary nomination(s) are up-to-date (if enrolled in these benefits). Find Beneficiary nomination change forms at <http://www.hr.ubc.ca/benefits/forms/#life-insurance>.

Send original signed and dated life insurance change forms to:

UBC Financial Services  
350 - 2075 Wesbrook Mall  
Vancouver, BC  
V6T 1Z1





## Registering for Fair PharmaCare

### Why do I need to register for Fair PharmaCare?

Fair PharmaCare is the provincial government's prescription drug plan. It has a deductible that aligns with your level of income. Since the Extended Health Benefit's prescription drug provision coordinates coverage with the Fair PharmaCare Plan and to ensure your prescription drug claims are processed and paid from your extended health plan when at the Pharmacy, it's important you register for Fair PharmaCare. Once you register, advise Sun Life of your Fair PharmaCare registration number.

### How To Register for Fair PharmaCare:

Visit <http://www.health.gov.bc.ca/pharmacare/#> or call 604-683-7151 or toll-free at 1-800-663-7100.

## Amazing Race Health Challenge Results

From November 8 to December 12, 2010, over 550 faculty and staff participated in the second annual Amazing Race Health Challenge. This five-week event was designed to motivate participants to make positive wellness changes to their lives during, and hopefully after, the health challenge.

### Participant Feedback

At the end of the Amazing Race Health Challenge, participants were asked to complete a follow-up survey. Participants thought that the health challenge was a fun experience, provided a holistic approach to wellness, incorporated a variety of individual and team wellness activities, encouraged them to engage in healthier habits and helped them stay focused on wellness goals.

PharmaCare will assign a registration number that you need to provide to Sun Life by:

- i. Phone: Toll-free at 1-800-361-6212.  
When calling, you will be asked to provide the UBC policy number (25205) and employee certificate number (7-digit UBC employee number).
- ii. Mail: Forward a copy of your registration number or registration letter to the Sun Life Claims Office, ensuring that the UBC policy number and employee certificate number is indicated in the letter:  
P.O. Box 2010 Stn Waterloo,  
Waterloo, ON N2J 0A6  
  
You can send proof of registration with your next paper claim submission.
- iii. Fax: Phone the Sun Life Call Centre at 1-800-361-6212 to obtain the fax number.

If you have registered for Fair PharmaCare but have forgotten or misplaced your registration number, call PharmaCare at one of the telephone numbers above to retrieve your number.

Participants reported making wellness changes during the health challenge. The areas of greatest change were: nutrition (49%); physical activity (46%); psychological (38%); intellectual (36%); social/community (32%).

Eighty-three percent of participants indicated that they were likely to make their wellness changes a part of their everyday routine after the health challenge.

### And The Winners...

Congratulations to challenge winning teams: "Aggressive, Determined and Eager to Win" in Vancouver and "Readers of the Pack" in the Okanagan!

Thank you to everyone who participated in the 2010 Amazing Race Health Challenge and made it a successful event! For more information about ongoing UBC health and wellness initiatives, visit <http://www.hse.ubc.ca/healthy-ubc-initiatives>.



## Did you know...

If you have a pending extended health or dental claim that may be costly, you can find out the coverage provided under UBC plans with Sun Life's pre-determination service. After reviewing the possible claim, Sun Life will provide an assessment of coverage provided under UBC plans.

**For dental claims:** Have your dental office submit a proposed treatment plan to Sun Life either electronically or by mailing a completed dental claim form.

**For extended health care claims:** Complete an extended health claim form indicating "Pre-determination" or "Pre-authorization" on the form and submit it to Sun Life with supporting documentation from the health care provider and/or medical supplier.

### Claim forms are available on the HR

**Benefits website:** <http://www.hr.ubc.ca/benefits/forms/>

### Mail completed forms to:

P.O. Box 2010 Stn. Waterloo  
Waterloo, ON N2J 0A6

Pre-determination requests typically take five business days to review once Sun Life receives them.

**Benefits FYI** is a publication from UBC's Department of Human Resources and provides consumer benefits and health information to UBC employees on a quarterly basis.

### University of British Columbia

Department of Human Resources  
350 - 2075 Wesbrook Mall  
Vancouver, BC V6T 1Z1

### Benefits Information

UBC Group/Policy/Contract Number for Sun Life - 25205

Member ID/Certificate Number with Sun Life is your 7-digit Employee ID

### Benefits Inquiries

Call 604.822.8111 or email [benefitsinfo@hr.ubc.ca](mailto:benefitsinfo@hr.ubc.ca)