

Extended Health Plan Scenarios

Ever wonder why the extended health plan doesn't cover certain expenses? You're not the only one. Here are some real-life tales from RSB plan members with their experiences. Names have been changed to protect confidentiality.

1. Why wasn't Jack's claim reimbursed?

Jack submitted some medical receipts to Sun Life, but was not reimbursed any amount. Why not?

First, one possible reason why Jack was not reimbursed any amount is that he has not yet satisfied his deductible, the amount of which varies depending on which extended health plan Jack is enrolled in. The majority of RSB members are enrolled in Plan 3, for which the annual deductible is \$1,000 for a single person or a couple/family. This means that Jack is responsible for a portion of his expenses before reimbursement is processed. For example, if Jack has a monthly prescription drug bill of \$200, he will take five months to satisfy the deductible (5 months x \$200 = \$1,000). While Jack must continue to submit his claims to satisfy the \$1,000 threshold, once he does satisfy the deductible, his eligible expenses will be reimbursed at 80%.

Another possible reason for Jack not receiving any reimbursement on his claims is due to some ineligible expenses. This means that some of Jack's medical procedures or drugs may not be eligible; hence, not reimbursed. The purpose of the extended health and dental plan is to provide some financial reimbursement for medical and dental expenses; however, it is not all inclusive. In order to make sure that your expenses are eligible, you can contact the Sun Life Customer Care Centre at 1-800-661-7334. Please make sure you have your DIN (Drug Identification Number) or supporting medical evidence ready before you call Sun Life. You can also request a written pre-determination for expenses that may be costly for you. In addition, you can look at the benefits booklet, policy # 20605, to understand more. The booklet is available online for download at www.hr.ubc.ca/files/pdf/rsb/sunlife20605.pdf.

2. Why is the deductible \$1,000 on Plan 3?

Jane, who is on Plan 3 for extended health coverage, wonders why the deductible on her plan is so high compared with her friend's extended health plan.

The deductible is the portion of medical expenses you are responsible for before Sun Life will pay benefits for any eligible expense.

In 2003, a new Plan 3 was implemented. There was an interest in having a higher lifetime maximum on the plan, and in order to maintain a lower monthly premium, a higher deductible was introduced. The purpose of the RSB extended health plan is to provide plan members with financial reimbursement for expensive and unexpected medical bills.

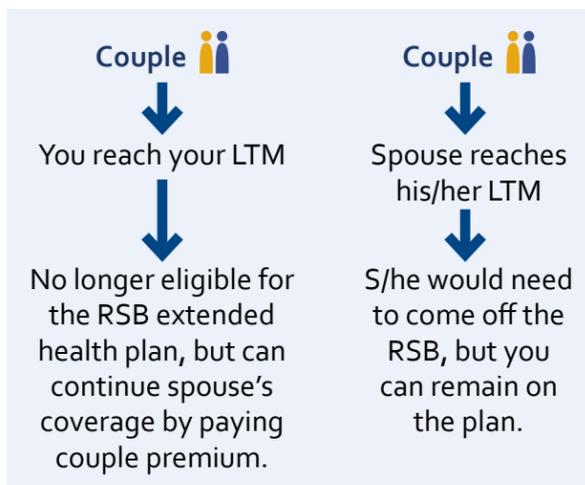
3. Henry exceeded his lifetime maximum, what should he do?

Henry recently received his claim statement/explanation of benefits statement from Sun Life, telling him that he has reached his lifetime maximum (LTM). What does that mean? Is he no longer eligible for benefits? Does he have to shop around for other extended health coverage? What should Henry do now?

Henry enrolled in the RSB extended health plan for himself as an individual. Once he reaches his LTM, he will need to inform UBC's RSB administrator, Amy Kao, to terminate his extended health benefits and stop his monthly pre-authorized premium payments.

His next step will be to shop around for individual extended health coverage through the various benefit providers, including Sun Life. This can be a cumbersome experience, but Henry would like to continue some form of extended health coverage.

Henry did some research into other plans in the market, and he has found another plan that suits his medical needs. If you are on couple's coverage and have reached your lifetime maximum or your spouse has reached his/her LTM, please see below for examples.



If you have any questions, please contact Amy Kao for more information at 604-822-4580.

4. Why is eyewear not covered?

Mary recently submitted a claim for her new eyeglasses and found out that her claim was rejected. She doesn't understand why Sun Life did not reimburse her for the expenses.

Vision (eyewear) care is not included under the RSB extended health plan, so Mary's claim was not reimbursed. It is best to check that your expenses are eligible under the plan, in order to verify what expenses the benefits provider will cover, and what will need to be paid out-of-pocket by yourself.



MSP Premium Assistance

The Medical Services Plan of BC (MSP), which is compulsory for all residents of BC, offers the same coverage plan for all BC residents, regardless if you are paying yourself, or through a group plan such as UBC's RSB program. You pay the same amount for MSP whether you pay individually or on the group plan.

If you are on the RSB group plan, you have the option of enrolling in the Medical Services Plan individually through BC Health Care. Some benefits of enrolling individually are:

1. A faster turn-around time on processing changes;
2. Be notified directly of the results of your premium assistance application;
3. Avoid over-contributing to the RSB monthly auto debit MSP premium costs as UBC is notified late of any changes, which results in a refund of premium differences months after the payment.

Premium assistance for MSP is based on net annual income. If your net income is less than \$28,000 per year, you may qualify for premium assistance.

If you pay for MSP yourself, there are many payment options. You can pay by cheque on an annual, semi-annual, quarterly or monthly basis, at the teller of your bank, or with an automatic bank account withdrawal.

For more information, please contact Health Insurance of BC – MSP at:

Vancouver and Lower Mainland:
604-683-7151

Toll-Free: 1-800-663-7100

Online: www.health.gov.bc.ca/msp/

If you decide to have MSP directly with BC Health Care, please call Amy Kao at 604-822-4580 to make the changes. Once you are off the UBC group plan, MSP will bill you with an invoice for three months; however, the payment method can later be arranged to your preference.

What Are Some of the Items That Are Covered?

Did you know that the following coverage is provided under the various RSB plans?



EXTENDED HEALTH AND DENTAL PLAN:

Hospital Rooms:

- The plan covers 80% (after deductible) of out-patient services in a public hospital, and the difference between a ward, and a semi-private or private hospital room.

Dental

- Root canal therapy, root canal filling and treatment of disease of the pulp tissue are covered at 70%, one time per tooth.
- ➔ Reminder: Please ask your dentist for a pre-determination on dental work that may be costly for you. This way, you will know how much Sun Life will reimburse and how much you are responsible for.

Paramedical Services

80% of the costs after you pay the deductible, up to the maximums listed below:

- Licensed physiotherapists or massage therapists, up to a combined maximum of \$250 per person in a benefit year.
- Licensed naturopaths or chiropractors, up to a combined maximum of \$200 per person in a benefit year.
- Licensed psychologists, when ordered by a doctor, up to a maximum of \$100 per person in a benefit year.
- Licensed speech therapists, acupuncturists, podiatrists or chiropodists, up to a maximum of \$100 per person in a benefit year, for each category of paramedical specialist.

For more information on your benefits, look at the Sun Life benefits booklet at www.hr.ubc.ca/files/pdf/rsb/sunlife20605.pdf or call Sun Life at 1-800-661-7334 and ask about policy #20605.

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP):

- The EFAP is a confidential counseling service provided by Human Solutions that can help you with personal problems, big or small, that affect your life and your general well-being, including: family matters, life transitions, financial advisory services, legal

advisory services (with the exception of Labour Law), nutritional counseling, stress and anxiety, depression, and bereavement. Please contact Human Solutions at 1-800-663-1142 for more information.

Explanation of Insurance Terminologies

Deductible: The amount of out-of-pocket health services expenses that must be paid by the insured before becoming payable by the carrier.

Co-Insurance: A policy provision by which the insured person and the insurer share the hospital and medical expenses resulting from an illness or injury in a specified ratio (e.g., 80%: 20%), after the deductible is met. A form of cost sharing.

Medical Services Plan (MSP): The BC provincial government's medical insurance plan. By law, all eligible residents of BC must enroll in MSP. You can either enroll MSP directly with BC Health Insurance or through the UBC group plan. However, if you are on Premium Assistance (with an annual income below the threshold of \$28,000), it is beneficial to you to enroll with MSP directly. Please refer to the article on MSP Premium Assistance on the first page.

Fair Pharmacare: The BC provincial government program of prescription deductibles based on your income. Registering ensures that Fair Pharmacare, and not the UBC Benefits plan (Sun Life),

pays for drug costs after your deductible has been reached, making each benefits dollar go further. The first payer for prescription drugs is Fair Pharmacare, and then you collect your receipts for Sun Life's extended health reimbursement.

Extended health: Covers some medical services and supplies that are not covered under the provincial MSP plan. To claim your expenses, please download a claim form from www.hr.ubc.ca/retiring/rsb/forms or contact Amy Kao to have one mailed to you.

Sources: <http://www.ifebp.org/Resources/News/ResearchTools/Glossary>

Website: ➔ New FAQs

If you have Internet access, please visit the RSB *Frequently Asked Questions* to see if we can answer any of your questions!

www.hr.ubc.ca/retiring/rsb/faq/

Meet Amy Kao

Meet Amy Kao, the administrator for the Retirement and Survivor Benefits Plan at UBC. She is the one answering your phone calls and replying to your e-mails about the RSB plan.

Amy is part of UBC Human Resources' Total Compensation department. She is a UBC alumna, having received her Bachelor of Arts in Psychology. She also has an educational background in Human Resources through BCIT. She is currently working toward her CEBS (Certified Employee Benefit Specialist) certification.



Favourite part of the UBC campus: Nitobe Garden.

Hobbies: Currently swimming. She looks forward to her first ballroom dancing lesson in the fall.

What are the top two reasons that people call Amy?

To change or cancel their plan coverage, or to change their contact information.

How to contact Amy if you have questions

Please contact Amy with any questions on the administration of the plan.

Contact Information:

604-822-4580
amy.kao@ubc.ca

Don't forget! Your policy number with Sun Life is #20605.

This publication is produced by the UBC Retirement and Survivor Benefits (RSB) Program within the Department of Human Resources.

For more information on the RSB program, visit www.hr.ubc.ca/retiring/rsb/.

For inquiries on the RSB Program, contact: Amy Kao | 604-822-4580 | amy.kao@ubc.ca
350 – 2075 Wesbrook Mall
Vancouver, BC V6T 1Z1
Fax: 604-822-8134

For information on extended health and dental claims, contact Sun Life at: 1-800-661-7334 or 1-800-361-6212.

Note: for all inquiries, our Group/Contract Plan # is 20605 and you will need your member ID number.

For inquiries on the Medical Services Plan (MSP), contact 604-683-7151 or 1-800-663-7100.

For inquiries on the Employee and Family Assistance Program (EFAP), contact Human Solutions at 1-800-663-1142.