

Announcing your new Extended Health Plan features

In collaboration with the Prescription Drug Review Committee (PDRC), Jazz is excited to introduce these new features to your Extended Health Plan:



- Assure deferred prescription drug card
- GroupNet eClaims service
- Provider eClaims service.

Your coverage isn't changing, but these new features will be available **August 1, 2011**. They will make it easier for you to submit your drug and health care claims.

This bulletin outlines the details of your new Extended Health Plan features and describes what you need to do to take advantage of them.

Did you know?

The Prescription Drug Review Committee (PDRC) is an employee group, comprising representatives from each union. The PDRC recommends ways to improve our Extended Health Plan and maximize our benefits dollars.

About the Assure deferred prescription drug card

Starting August 1, 2011, you can use the new Assure deferred prescription drug card ("drug card") to submit your claims electronically – right at your pharmacist's counter.

Here's a snapshot of what the drug card offers and how it benefits you:

It simplifies the claims submissions process

The drug card is a convenient alternative to submitting paper claims. Your claim will be submitted right at the counter when you purchase your prescription drug. This will help your claim be reviewed, approved, and paid to you more quickly!

It offers you and your pharmacist access to drug safety checks and reviews

For example, the drug card automatically consults the Health Assure Drug Utilization Review Program to verify if your new prescription interferes with other prescriptions purchased on the card. This important process can help ensure you are protected against any interactions between your medications!

About the Assure deferred prescription drug card continued...

When you fill your prescription, simply provide your drug card to your pharmacist. The first time you visit, you may be asked to confirm your contact information, plan sponsor name, plan number, and member ID. After your pharmacist confirms your eligibility and drug coverage electronically with Great-West Life, he or she can submit your drug claims on your behalf. Here is what the process will look like:

- You provide your prescription and drug card to your pharmacist.
- Your pharmacist uses your drug card to electronically confirm your or your family member's eligibility and coverage.
- An automatic check is run to ensure the prescription you are requesting does not interfere with any other medications you have purchased, that you are refilling your medication within the prescribed frequency, and other safety checks that will assist your pharmacist in protecting your safety.
- If your spouse has drug card coverage through his/her employer, you can also present your spouse's drug card with yours to coordinate benefits.
- Your pharmacist fills your prescription.
- You pay for your prescription at the counter, and your claim is submitted electronically through the drug card.
- Your out-of-pocket prescription costs will be reimbursed to you by cheque or direct deposit. If direct deposit is requested, you will be reimbursed in approximately 48 hours.

HINT: To receive a direct deposit to your bank account, you need to register for Great-West Life's GroupNet online services and set Your Profile to include direct deposits. To do this, go to www.greatwestlife.com and select "Client Services" at the top right of the screen.

You need to complete two important steps to participate in our Extended Health Plan's convenient new features.

STEP 1

Complete a dependent data eForm

If you have dependents (a spouse and/or children) that are covered by the Extended Health Plan, you will need to register them for the new drug card.

This is an important step to ensure we have your up-to-date dependent information on file. Once you've completed and submitted a dependent data eForm, your drug card(s) will be mailed to your home in late July. Full instructions on the dependent data eForm are found on Jazznet under Tools/eForms/Dependent Information Form.

STEP 2

Register for GroupNet online services to take advantage of eClaims

After you receive your drug card(s), you can log on to the Great-West Life GroupNet website to create a user account and register for direct deposits, email notifications, and online claims submissions. Visit the GroupNet website at <https://groupnet.greatwestlife.com> and click on "Register now." eClaims will be available after July 1, 2011.

NOTE: Be sure to have the plan number (57065) and your ID number (which is your employee number) close at hand. You will need to provide this information when you create your GroupNet user account.

About Great-West Life's GroupNet and Provider eClaims services

As soon as you receive your drug card, we encourage you to sign up for Great-West Life's GroupNet online service – a handy resource for finding information about and managing your claims.

Once you sign up, you will be able to:

- Register for direct deposits and have your claim payments deposited directly to your bank account
- Submit many of your healthcare claims online
- Get email notifications and text messages when your claims are processed
- View and print up to two years of your claims history.

You may also be able to take advantage of the new Provider eClaims online service, which gives you the option of having your claims submitted electronically at the point of service by approved healthcare providers (e.g., chiropractic, physiotherapy, and vision care).

TIP: If you haven't already done so, you will need to create a GroupNet user account at www.greatwestlife.com. Once this account is created, you can sign up for both direct deposits and email and text message updates to notify you when your claims are paid.

Frequently asked questions about your new Extended Health Plan features

This list of frequently asked questions will answer some “top of mind” questions you might have about the new Extended Health Plan features that are being introduced on August 1, 2011. If you have additional questions, please contact your Benefits Coordinator by phone at 1-866-687-5299 and follow the prompts to “Benefits,” or by email at HRBenefits@flyjazz.ca.

Questions about the Assure deferred prescription drug card

What is definition of eligible dependents?

Your eligible dependents include:

- Your spouse, legal or common-law. A common-law spouse is a person who has been living with you in a conjugal relationship for at least 12 months or, if you are a Quebec resident, until the earlier birth or adoption of a child of the relationship.
 - Your unmarried children, including foster children, under age 21 or under age 25, if they are full-time students. Children under age 21 are not covered if they are working more than 30 hours a week, unless they are full-time students.
- NOTE:** If you are a Quebec resident, full-time students are covered for prescription drug benefits until age 26.
- Children who are incapable of supporting themselves because of a physical or mental disorder are covered without age limit, if the disorder begins before they turn 21 or while they are students under 25 – and the disorder has been continuous since that time.

If any of your dependents’ information should change, please contact your Benefits Coordinator by phone at 1-866-687-5299 and follow the prompts to “Benefits,” or by email to HRBenefits@flyjazz.ca

After I’ve completed and submitted my dependent data eForm, when will I receive my drug card(s)?

Your drug card(s) should arrive at your home mailing address in late July (watch for an envelope from Great-West Life). You can begin using your card on August 1, 2011.

If I do not have a dependent, do I still need to complete and submit the dependent data eForm?

No. If you are registered for single coverage and are not eligible to register any dependents – you are not required to complete the eForm. Your drug card will be mailed to you in late July. If you are currently registered for single coverage, have dependents, and want to add dependent coverage – please contact your Benefits Coordinator.

Will the drug card pay for my prescriptions?

No, the card does not pay for prescriptions. You will still pay for your prescription at the time you purchase it. The benefit of the card is that your claim will be submitted electronically by your pharmacist, and you will not need to submit a claim form. Once the claim is processed, the amount you are covered for will be paid to you by cheque or a direct deposit to your bank account (if you have signed up for this feature).

Can I use the drug card at any pharmacy?

The drug card is recognized at almost all pharmacies in Canada. If you fill a prescription at a pharmacy that does not accept the drug card, just pay the full amount of your prescription upfront and submit a paper “Assure card claim form” (along with your receipt) to your plan.

What if I forget my card?

If you forget your card, you will still be covered by the plan. Simply pay for your prescription in full and then submit the receipt and a completed “Assure drug card claim form” to the plan.

You can access the “Assure drug card claim form” when you log in to your GroupNet account and click on “Submit a claim.” Then select “Paper Claim,” and click on “Paper Drug Card Claims.”

Do I have to use the drug card for my prescriptions, or can I still submit my claims using paper forms?

You are not required to use the drug card for your prescriptions but, keep in mind, if you do not use your card, you will not benefit from the added advantage of the safety checks through the Health Assure Drug Utilization Review Program.

Should you wish to complete the paper-based form, you can access the “Assure card claim form” when you log in to your GroupNet account and click on “Submit a claim.” Then select “Paper Claim,” and click on “Paper Drug Card Claims.” Alternatively, log on to www.greatwestlife.com and click on “Client Services – group benefits plan member.” Then select “Forms,” and click on “Standard claim forms.”

Questions about Great-West Life's GroupNet and Provider eClaims services

Q How do I register for and use eClaims services?

Log on to the GroupNet website at <https://groupnet.greatwestlife.com> and click on "Register now..." You will need to know our plan's number (57065) as well as your ID number (your employee number) to create your user account.

Once you're registered, you'll be able to submit claims online. After you've logged in, select the "Submit a Claim" option. Then follow these seven easy steps to submit your claims online:

1. Select the type of claim (e.g., prescription drugs, chiropractic service).
2. Select the provider (e.g., physiotherapist, optician, chiropractor).
3. Select the patient (e.g., you, a covered family member).
4. Enter the expense details for the service received.
5. Read and agree to the terms and conditions, claim summary, and consent.
6. View or print the confirmation and summary of your online claim submission.
7. You must keep your receipts in the event you are requested to submit them to Great-West Life as part of their random audit process.

Q If I sign up for eClaims, can I still submit paper claims?

Yes. If you register for Great-West Life's GroupNet eClaims service, you can still submit paper-based claims. In fact, there are some expenses for which the on-line submission is not yet available, such as orthotics, hearing aids, and medical supplies and appliances. You can print claim forms through the Great-West Life website. Log in to your GroupNet account and click on "Submit a claim." Then select "Paper Claim," and select the necessary claims form. Alternatively, you can log on to www.greatwestlife.com and go to "Client Services – group benefits plan member." Then click "Forms," and select "Standard claim forms."

Q How do I sign up for direct deposits?

Log in to your GroupNet user account at <https://groupnet.greatwestlife.com>. Once you've signed in, click on "Your Profile" at the top of the screen. On "Your Profile" page, select "Request Direct Deposit," and follow the instructions to register.

Q Are online claim submissions safe and secure?

Our insurance provider, Great-West Life, is committed to protecting you from benefits fraud and misuse. Great-West Life uses state-of-the-art safeguards to protect your eClaims. In addition, claims submitted online through eClaims services are subject to random audits and detailed adjudications.

Questions?

Please contact your Benefits Coordinator

Phone: 1-866-687-5299

Email: HRBenefits@flyjazz.ca