

Bluewater Educational Support Professionals' Bargaining Unit

Benefits Bulletin

Fall 2017

Welcome Back

Welcome back to the 2017-2018 school year. I hope everyone had an enjoyable summer. As always, I would remind our membership to feel free to contact me if you have any benefits related questions or concerns. My contact information is at the end of this bulletin. You may also contact Paula Walpole, ESP President at 226-433-2108 (or if calling long distance then toll free at 1-855-433-2108).

OTIP Benefit Services

Having difficulty with the online benefits services. OTIP's Benefit Services representatives can provide assistance. OTIP Benefits Services can be reached at 1-888-521-0023

Here are some quick reminders on the new online benefits site:

How do I login?

Enter your OTIP Identification Number (found on your benefits card) and date of birth. Then enter the password you created when you first enrolled.

Forgot your password:

If you cannot remember your password, click the 'Forgot Your Password?' link and follow the instructions. If you need further assistance, please contact OTIP Benefits Services.

Locked out of your account or your account has been suspended:

If you are registering for the first time and have locked your account, contact OTIP Benefits Services for assistance.

If you are a returning user and you have locked your account after three unsuccessful password attempts, you can unlock your account by selecting the 'Forgot password' link and following the instructions. You will need to provide answers to the security questions you set during your registration. If you need assistance, please contact OTIP Benefits Services. If you answer your security questions incorrectly and have suspended your account, you will need to contact OTIP Benefit Services to regain access.

Massage Therapy

I have confirmed with OTIP that the doctor referral note for massage therapy has been waived until June 1, 2018. After that date, you will require a doctor or nurse practitioner referral.

Osteopath

Manulife recently conducted an extensive review of the osteopath associations. Six osteopathic associations do not meet the administrative standards as required by Manulife, that are comparable to other

paramedical providers governed by provincial bodies.

As a result, effective November 1, 2017, Manulife will no longer recognize those associations. Therefore, if you or an eligible family member uses the services of an osteopath registered with any of these associations after October 31, 2017, claims will be ineligible for reimbursement. I have included with this Benefits Bulletin the communication from Manulife naming the six associations for your review.

Psychotherapy

Psychotherapy will be added to your plan at 100% coverage up to \$2,000 per Plan Year combined for services of a psychologist, marriage and family therapist, social worker and psychotherapist. All psychotherapists must be licensed and registered in the province of coverage and all claims are subject to reasonable and customary charges.

What is Psychotherapy?

Psychotherapy is a term that covers all *talking therapies* and the many associated approaches/methods.

Psychotherapists are mental health professionals who use "talking therapy" or counselling to help people work through difficult issues, rather than medications or physical interventions. People generally see psychotherapists when their problems affect their day-to-day living.

For more detailed information on this new benefit, please review your benefits booklet located in My Claims.

If you have any questions about your benefits plan, or if a claim would be eligible for coverage, please contact OTIP Benefits Services at 1-866-783-6847.

BEST DOCTORS

The Best Doctors Program has NOT been renewed for this year. In consultations with the Benefits Committee and our senior account rep., and review of usage reports it was clear that this service was not being used by our membership.

Premium Holiday

We have still not received any information from OTIP or OSSTF/ELHT on when the premium deductions for February (which were not collected) or the premiums deductions for July and August will be collected. When we do receive information regarding this, it will be passed onto the membership immediately.

As always, please do not hesitate to contact me should you have any questions or concerns. Have a great fall term!

**Regards,
Deb Olesen,
Benefits Information Officer
Bluewater Educational Support
Professionals**

Home: (705)293-1866

Email:debbie.osstfd7@gmail.com

Dear Member,

Manulife recently conducted an extensive review of the osteopath associations listed below. This type of review is common practice for insurance companies, as they are always working to ensure the highest level of member health and financial protection.

The six osteopathic associations below do not meet the administrative standards as required by Manulife, that are comparable to other paramedical providers governed by provincial bodies. As a result, effective November 1, 2017, Manulife will no longer recognize the following associations and member practitioners:

- Ontario Osteopathic and Alternative Medicine Association
- Ontario Association of Certified Osteopaths and Acupuncturists
- Ontario Association of Osteopathy and Natural Medicine
- Ontario Association of Osteopathic Practitioners
- Ontario Professional Association of Osteopathic Medicine
- Society of Osteopaths of Canada / Society of Osteopaths of Quebec

This decision is not intended to call into question the conduct of any individual osteopath. However, if you or an eligible family member uses the services of an osteopath registered with any of these associations after October 31, 2017, claims will be ineligible for reimbursement.

We are providing this information in advance of November 1, 2017 so you have an opportunity to confirm if your osteopath is registered with a recognized osteopathic association, and to make alternative arrangements for services if required.

To confirm that your osteopath belongs to an association that meets Manulife's administrative standards, please contact OTIP Benefit Services at 1-866-783-6847 with the name of your osteopaths' association.

Claims from practitioners registered to the above associations with service dates between September 15 and October 31, 2017 can continue to be submitted to Manulife for reimbursement.

For online claims submission, however, you will be required to attach your service receipt electronically. Kindly disregard the online memo in the Message Centre that states a termination date of September 15. You can also mail your claim with the service receipt to Manulife using the Extended Health Care form found at www.otip.com/Group-Benefits/Forms under the Health and Dental form drop down. If you have any additional questions about this change, or any of your health-care benefits, please call OTIP Benefits Services at 1-866-783-6847.

Sincerely,
OTIP Benefit Services 1-866-783-6847