

# British Columbia Institute of Technology

**Plan Document Number:** G0083238D

**Group Policy Number:** G0039941D

**Plan D:** BCGEU Faculty - Regular

**Employee Name:** \_\_\_\_\_

**Certificate Number:** \_\_\_\_\_

## Welcome to Your Group Benefit Program

**Plan Document Effective Date:** June 01, 2009

**Group Policy Effective Date:** June 01, 2009

This Benefit Booklet has been specifically designed with your needs in mind, providing easy access to the information you need about the benefits to which you are entitled.

Group Benefits are important, not only for the financial assistance they provide, but for the security they provide for you and your family, especially in case of unforeseen needs.

Your employer can answer any questions you may have about your benefits, or how to submit a claim.

This booklet produced: January 24, 2024

# Table of Contents

---

<b>Benefit Summary .....</b>	<b>3</b>
<b>How to Use Your Benefit Booklet .....</b>	<b>8</b>
<b>Explanation of Commonly Used Terms.....</b>	<b>10</b>
<b>Why Group Benefits? .....</b>	<b>13</b>
Your Employer's Representative .....	13
Applying for Group Benefits .....	13
Making Changes .....	13
<b>The Claims Process.....</b>	<b>14</b>
Naming a Beneficiary .....	14
How to Submit a Claim.....	14
Co-ordination of Extended Health Care and Dental Care Benefits.....	14
<b>Who Qualifies for Coverage? .....</b>	<b>17</b>
Eligibility .....	17
Medical Evidence .....	17
Late Application.....	17
Effective Date of Coverage .....	18
Termination of Coverage.....	18
<b>Your Group Benefits.....</b>	<b>19</b>
Employee Life Insurance.....	19
Employee Optional Life Insurance .....	22
Accidental Death and Dismemberment .....	23
Extended Health Care .....	28
Dental Care .....	46
<b>Health Care Spending Account.....</b>	<b>51</b>
Survivor Extended Benefit.....	51
Long Term Disability.....	51
<b>Notes .....</b>	<b>59</b>

This Benefit Summary provides information about the specific benefits supplied by Manulife Financial that are part of your Group Plan.

### Employee Life Insurance

**The Employee Life Insurance Benefit is insured under Manulife Financial's Policy G0039941D.**

**Benefit Amount** - 3 times your annual earnings, to a maximum of \$800,000, subject to the Benefit Reduction noted below

**Benefit Reduction**- your benefit amount reduces to 2 times your annual earnings, to a maximum of \$800,000 at age 45

**Termination Age** - August 31st following the attainment of age 65 or retirement, whichever is earlier. On retirement, your coverage will continue under Plan F.

### Employee Optional Life Insurance

**The Employee Optional Life Insurance Benefit is insured under Manulife Financial's Policy G0039941D.**

**Benefit Amount** - increments of \$10,000 to a maximum of \$250,000

**Termination Age** - your benefit amount terminates at age 70 or retirement, whichever is earlier.

### Accidental Death and Dismemberment

**The Accidental Death and Dismemberment Benefit is insured under Manulife Financial's Policy G0039941D.**

**Benefit Amount** - 3 times your annual earnings, to a maximum of \$800,000, subject to the Benefit Reduction noted below

**Benefit Reduction**- your benefit amount reduces to 2 times your annual earnings, to a maximum of \$800,000 at age 45 or retirement, whichever is earlier

**Termination Age** - August 31st following the attainment of age 65 or retirement, whichever is earlier. Upon attainment of termination age, your coverage may continue under Plan F.

### Extended Health Care

*The Benefit*

**Overall Benefit Maximum** - Unlimited

**Deductible** - \$50 Individual, \$50 Family, per calendar year

Not applicable to:

Out-of-Province/Canada Emergency Medical Treatment

**Note:** *The deductible is not applicable to Emergency Travel Assistance.*

## Benefit Summary

---

### Benefit Percentage (Co-insurance)

95% for the first \$1,000 of paid expenses and 100% thereafter in any calendar year for

- Hospital Care
- Drugs
- Vision
- Professional Services
- Medical Services and Supplies

**Note:**

*The Benefit Percentage for Out-of-Province/Out-of-Canada Emergency Medical Treatment is 100%.  
The Benefit Percentage for Emergency Travel Assistance is 100%.*

**Termination Age** - Coverage continues until the employee's retirement and as outlined under Termination of Coverage.

### **ManuScript Generic Drug Plan 2 - Prescription Drugs**

Charges incurred for the following expenses are payable when prescribed in writing by a physician or dentist and dispensed by a licensed pharmacist.

- drugs for the treatment of a sickness or injury, which by law or convention require the written prescription of a physician or dentist
- oral contraceptives
- injectable medications, including vitamin B12 for the treatment of pernicious anaemia (charges made by a practitioner or physician to administer injectable medications are not covered)
- life-sustaining drugs
- preventive vaccines and medicines (oral or injected)
- insulin preparations and supplies, standard syringes, needles and diagnostic aids, required for the treatment of diabetes (charges for cotton swabs, rubbing alcohol, automatic jet injectors and similar equipment are not covered)

Dispensing fees for Drugs purchased with the Pay Direct Drug Card, other than compounds, will not be subject to Reasonable and Customary limitations.

*Charges for the following expenses are not covered:*

- drugs, biologicals and related preparations which are intended to be administered in hospital on an in-patient or out-patient basis and are not intended for a patient's use at home
- fertility drugs
- anti-smoking drugs
- drugs used in the treatment of a sexual dysfunction
- non-oral contraceptives, intrauterine devices and diaphragms

### **- Drug Maximums**

Sclerotherapy - \$20 per day

Preventive Vaccines and Medicines - \$1,000 per lifetime

All other covered drug expenses – Unlimited, subject to the overall Plan maximum

### **- Payment of Covered Expenses**

Payment of your covered drug expenses will be subject to any Drug Deductible, any Drug Dispensing Fee Maximum and the Co-insurance.

Covered expenses for any prescribed drug will not exceed the price of the lowest cost generic equivalent product that can legally be used to fill the prescription, as listed in the Provincial Drug Benefit Formulary.

If there is no generic equivalent product for the prescribed drug, the amount covered is the cost of the prescribed product.

### **- No Substitution Prescriptions**

If your prescription contains a written direction from your physician or dentist that the prescribed drug is not to be substituted with another product and the drug is a covered expense under this benefit, the full cost of the prescribed product is covered.

When you have a "no substitution prescription", please ask your pharmacist to indicate this information on your receipt, when you pay for the prescription. This will help to ensure that your expenses will be reimbursed appropriately when your claim is submitted to Manulife Financial for payment.

Payment of your covered drug expenses will be subject to any Drug Deductible, any Drug Dispensing Fee Maximum and the Co-insurance.

### **- Payment of Drug Claims**

Your Pay Direct Drug Card provides your pharmacist with immediate confirmation of covered drug expenses. This means that when you present your Pay Direct Drug Card to your pharmacist at the time of purchase, you and your eligible dependents will not incur out-of-pocket expenses for the full cost of the prescription.

The Pay Direct Drug Card is honoured by participating pharmacists displaying the appropriate Pay Direct Drug decal.

To fill a prescription for covered drug expenses:

- a) present your Pay Direct Drug Card to the pharmacist at the time of purchase, and
- b) pay any amounts that are not covered under this benefit.

You will be required to pay the full cost of the prescription at time of purchase if:

- you cannot locate a participating Pay Direct Drug pharmacy
- you do not have your Pay Direct Drug Card with you at that time
- the prescription is not payable through the Pay Direct Drug Card system

For details on how to receive reimbursement after paying the full cost of the prescription, please see your Plan Administrator.

## **Benefit Summary**

---

### ***Vision Care***

- eye exams, up to \$100 per 24 months
- purchase and fitting of prescription glasses (excluding prescription sunglasses or safety goggles) or elective contact lenses, as well as repairs, or elective laser vision correction procedures, to a maximum of \$750 per 24 months
- if contact lenses are required to treat a severe condition, or if vision in the better eye can be improved to a 20/40 level with contact lenses but not with glasses, the maximum payable will be \$150 per lifetime

### ***Professional Services***

Services provided by the following licensed practitioners:

- Chiropractor - \$500 per calendar year, including one x-ray per calendar year
- Podiatrist/Chiropodist - \$500 per calendar year, including one x-ray per calendar year
- Massage Therapist - \$1,500 per calendar year combined with physiotherapist
- Naturopath - \$400 per calendar year
- Speech Therapist - \$350 per calendar year
- Physiotherapist - \$1,500 per calendar year combined with massage therapist
- Psychologist - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Clinical Counsellor - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Social Worker - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Acupuncturist - \$250 per calendar year

## **Dental Care**

### ***The Benefit***

**Deductible** - Nil

**Dental Fee Guide** - Current British Columbia Fee Guide for General Practitioners and Specialists

### **Benefit Percentage (Co-insurance)**

100% for Level I - Basic Services

100% for Level II - Supplementary Basic Services

65% for Level III - Dentures

65% for Level IV - Major Restorative Services

60% for Level V - Orthodontics

### **Benefit Maximums**

unlimited for Level I, Level II, Level III and Level IV

\$3,500 per lifetime for Level V

**Termination Age** – coverage continues until the employee's retirement and as outlined under Termination of Coverage.

## **Long Term Disability**

**The Long Term Disability Benefit is insured under Manulife Financial's Policy G0039941D.**

**Benefit Amount** - 66.67% of monthly earnings, to a maximum of \$5,000 and a minimum benefit of \$100 or 10% of the gross monthly benefit, whichever is greater

**Qualifying Period** - 6 months or the period of banked sick leave accumulated prior to age 65, whichever is greater

**Maximum Benefit Period** - the end of the month following attainment of age 65 or prior retirement

**Termination Age** - age 65 less the Qualifying Period, or retirement, whichever is earlier

# How to Use Your Benefit Booklet

---

## *Designed with Your Needs in Mind*

The Benefit Booklet provides the information you need about your Group Benefits and has been specifically designed with YOUR needs in mind. It includes:

- a detailed Table of Contents, allowing quick access to the information you are searching for,
- Explanation of Commonly Used Terms, which provides a brief explanation of the terms used throughout this Benefit Booklet,
- a clear, concise explanation of your Group Benefits,
- information you need, and simple instructions, on how to submit a claim.

## **Important Note**

This information has been prepared to help you towards a better understanding of your Group Benefits coverage. It does not create or confer any contractual or other rights. The terms and conditions governing the coverage are set out in your collective agreement and the Group Policy/ies and Plan Document(s) issued by The Manufacturers Life Insurance Company. In the event of any variation between the information provided in this booklet and the provisions of the collective agreement or Group Policy/ies and Plan Document(s), the provisions of the collective agreement or Group Policy/ies and Plan Document(s) shall prevail, in that order.

Your employer reserves the right to amend or discontinue any of the benefit programs referred to in this booklet at any time without notice, subject only to the terms of the collective bargaining agreement. If government legislation changes or if benefits or subsidies under government benefit plans are reduced or eliminated, your benefit programs do not automatically replace or supplement such reductions or eliminations. Your employer takes no responsibility for any changes in federal or provincial income or other taxes or levies or the impact of these changes on the taxation of any of the benefit programs. This booklet describes benefit programs for active employees and does not describe any retiree or post-employment benefit programs.

**Copyright:** The information in this booklet, along with the manner of presentation, is copyrighted by Manulife Financial. Any unauthorized reproduction, duplication or re-distribution in any form is expressly prohibited.

Possession of this booklet alone does not mean that you or your dependents are covered. The Group Policy and Plan Document must be in effect and you must satisfy all the requirements of the Plan.

Where required by law, you or any claimant under the Group Policy and/or Plan Document has the right to request a copy of any or all of the following items:

- the Group Policy and/or Plan Document,
- your application for group benefits, and
- any Evidence of Insurability you submitted as part of your application for benefits.

In the case of a claimant, access to these documents is limited to that which is relevant to the filing of a claim, or the denial of a claim under the Group Policy and/or Plan Document.

Manulife Financial reserves the right to charge you for such documentation after your first request.



## **How to Use Your Benefit Booklet**

---

**We suggest you read this Benefit Booklet carefully, then file it in a safe place with your other important documents.**

### ***Your Group Benefit Card***

Your Group Benefit Card is the most important document issued to you as part of your Group Benefit Program. It is the only document that identifies you as a Plan Member. The Group Policy Number, Plan Document Number and your personal Certificate Number may be required before you are admitted to a hospital, or before you receive dental or medical treatment.

The Group Policy Number, Plan Document Number and your Certificate Number are also necessary for ALL correspondence with Manulife Financial. Please note that you can print your Certificate Number on the front of this booklet for easy reference.

*Your Group Benefit Card is an important document. Please be sure to carry it with you at all times.*

## **Explanation of Commonly Used Terms**

---

*The following is an explanation of the terms used in this Benefit Booklet.*

### **Addiction Facility**

a licensed facility that specializes in the evaluation and treatment of drug addiction, alcoholism and associated disorders

### **Administrator**

Manulife Financial

### **Benefit Percentage (Co-insurance)**

the percentage of Covered Expenses which is payable by your employer.

### **Covered Expenses**

expenses that will be considered in the calculation of payment due under your Extended Health Care or Dental Care benefit.

### **Deductible**

the amount of Covered Expenses that must be incurred and paid by you or your dependents before benefits are payable by your employer.

### **Dependent**

your Spouse or Child who, for Extended Health Care benefits only, is covered under the Provincial Plan.

#### **- Spouse**

your legal spouse, or a person continuously living with you in a role like that of a marriage partner for at least 12 months.

#### **- Child**

- your natural or adopted child, or stepchild, who is:
  - unmarried
  - under age 21, or under age 25 if a full-time student. However, coverage will continue until the end of the month in which the child attains age 21 or 25.
  - not employed on a full-time basis, and
  - not eligible for coverage as an employee under this or any other Group Benefit Program
- a child who is incapacitated on the date he or she reaches the age when coverage would normally terminate will continue to be an eligible dependent. However, the child must have been covered under this Benefit Program immediately prior to that date.

A child is considered incapacitated if he or she is incapable of engaging in any substantially gainful activity and is dependent on the employee for support, maintenance and care, due to a mental or physical handicap.

Your employer may require written proof of the child's condition as often as may reasonably be necessary.

## **Explanation of Commonly Used Terms**

- a stepchild must be living with you to be eligible
- a newborn child shall become eligible from the moment of birth

### ***Drug***

a medication that has been approved for use by the Federal Government of Canada and has a Drug Identification Number.

### ***Earnings***

*For Employee Life and Accidental Death and Dismemberment:* your basic rate of pay from your employer (prior to deductions), excluding shift premiums, basic overtime pay, dividends or any other special compensation and including salary allowances paid for a period of greater than one month.

*For Long Term Disability:* your monthly rate of earnings in effect for the last month of your employer's short term disability plan, including any retroactive adjustments and allowances approved by your employer.

For the purposes of determining the amount of your benefit at the time of claim, your earnings will be the lesser of:

- the amount reported on your claim form, or
- the amount reported by your employer to Manulife Financial and for which premiums have been paid.

### ***Experimental or Investigational***

not approved or broadly accepted and recognized by the Canadian medical profession, as an effective, appropriate and essential treatment of a sickness or injury, in accordance with Canadian medical standards.

### ***Immediate Family Member***

for the Accidental Death and Dismemberment Benefit, a person who is at least 18 years of age who is the son, daughter, father, mother, brother, sister, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law (all of the above include natural, adopted or step relationships), spouse, grandson, granddaughter, grandmother or grandfather of yours.

for Extended Health Care and Dental Care Benefits, you, your spouse or child, your parent or your spouse's parent, your brother or sister, or your spouse's brother or sister.

### ***Licensed, Certified, Registered***

the status of a person who legally engages in practice by virtue of a license or certificate issued by the appropriate authority, in the place where the service is provided.

### ***Life-Sustaining Drugs***

drugs which are necessary for the survival of the patient.

### ***Medically Necessary***

broadly accepted and recognized by the Canadian medical profession as effective, appropriate and essential in the treatment of a sickness or injury, in accordance with Canadian medical standards.

## **Explanation of Commonly Used Terms**

---

### ***Non-Evidence Limit***

you must submit satisfactory medical evidence to Manulife Financial for Benefit Amounts greater than this amount.

### ***Provincial Plan***

any plan which provides hospital, medical, or dental benefits established by the government in the province where the covered person lives.

### ***Qualifying Period***

a period of continuous total disability, starting with the first day of total disability, which you must complete in order to qualify for disability benefits.

### ***Reasonable and Customary***

the lowest of:

- the prevailing amount charged for the same or comparable service or supply in the area in which the charge is incurred, as determined by Manulife Financial,
- the amount shown in the applicable professional association fee guide, or
- the maximum price established by law.

### ***Take Home Pay (Net Earnings)***

your earnings, less deductions normally made for federal and provincial income tax.

### ***Waiting Period***

the period of continuous employment with your employer which you must complete before you are eligible for Group Benefits.

### ***Ward***

a hospital room with 3 or more beds which provides standard accommodation for patients.

## Why Group Benefits?

---

Government health plans can provide coverage for such basic medical expenses as hospital charges and doctors' fees. In case of disability, government plans (such as Employment Insurance, Canada/Quebec Pension Plan, Workers' Compensation Act, etc.) may provide some financial assistance.

But government plans provide only basic coverage. Medical expenses or a disability can create financial hardship for you and your family.

Private health care and disability programs supplement government plans and can provide benefits not available through any government plan, providing security for you and your family when you need it most.

### ***Your Employer's Representative***

Your employer is responsible for ensuring that all employees are covered for the Benefits to which they are entitled by reporting all new enrolments, terminations, changes, etc., and keeping all records up to date.

As a member of this Group Benefit Program, it is up to you to provide your employer with the necessary information to perform such duties.

Your Employer's representative is _____
Phone Number: _____

### ***Applying for Group Benefits***

To apply for Group Benefits, you must submit a completed Enrolment or Re-enrolment Application form, available from your employer. Your employer then forwards the application to Manulife Financial.

### ***Making Changes***

To ensure that coverage is kept up to date for yourself and your dependents, it is vital that you report any changes to your employer. Such changes could include:

- change in Dependent Coverage
- change in Beneficiary
- applying for coverage previously waived
- change in Name

# The Claims Process

---

## ***Naming a Beneficiary***

Manulife Financial does not accept beneficiary designations for any benefits other than Employee Life Insurance, Employee Optional Life Insurance and Accidental Death and Dismemberment.

**This Plan contains a provision removing or restricting the right of the covered person to designate persons to whom or for whose benefit money is to be payable.**

## ***How to Submit a Claim***

All claim forms, available from your employer, must be correctly completed, dated and signed. Remember, always provide your Group Policy Number, Plan Document Number and your Certificate number (found on your Group Benefit Card) to avoid any unnecessary delays in the processing of your claim.

Your employer can assist you in properly completing the forms, and answer any questions you may have about the claims process and your Group Benefit Program.

You may not commence legal action against Manulife Financial less than 60 days after proof has been filed as outlined under Submitting a Claim. Every action or proceeding against Manulife Financial for the recovery of insurance money payable under the plan is absolutely barred unless commenced within the time set out in the Insurance Act or applicable legislation.

## ***Payment of Extended Health Care and Dental Claims***

Once the claim has been processed, Manulife Financial will send a Claim Statement to you.

The top portion of this form outlines the claim or claims made, the amount subtracted to satisfy deductibles, and the benefit percentage used to determine the final payment to be made to you. If you have any questions on the amount, your employer will help explain.

The bottom portion of this form is your claims payment, if applicable. Simply tear along the perforated line, endorse the back of the cheque and you can cash it at any chartered bank or trust company.

You should receive settlement of your claim within three weeks from the date of submission to Manulife Financial. If you have not received payment, please contact your employer.

## ***Co-ordination of Extended Health Care and Dental Care Benefits***

If you or your dependents are covered for similar benefits under another Plan, this information will be taken into account when determining the amount of expenses payable under this Program.

This process is known as Co-ordination of Benefits. It allows for reimbursement of covered medical and dental expenses from all Plans, up to a total of 100% of the actual expense incurred.

Plan means:

- other Group Benefit Programs,
- any other arrangement of coverage for individuals in a group, and
- individual travel insurance plans.

Plan does not include school insurance or Provincial Plans.

## Order of Benefit Payment

A variety of circumstances will affect which Plan is considered as the “Primary Carrier” (i.e., responsible for making the initial payment toward the eligible expense), and which Plan is considered as the “Secondary Carrier” (i.e., responsible for making the payment to cover the remaining eligible expense).

- If the other Plan does not provide for Co-ordination of Benefits, it will be considered as the Primary Carrier, and will be responsible for making the initial payment toward the eligible expense.
- If the other Plan does provide for Co-ordination of Benefits, the following rules are applied to determine which Plan is the Primary Carrier.

- For Claims incurred by you or your Dependent Spouse:

The Plan covering you or your Dependent Spouse as an employee/member pays benefits before the Plan covering you or your Spouse as a dependent.

In situations where you or your Spouse have coverage as an employee/member under more than one Plan, the order of benefit payment will be determined as follows:

- The Plan where the person is covered as an active full-time employee, then
- The Plan where the person is covered as an active part-time employee, then
- The Plan where the person is covered as a retiree.

- For Claims incurred by your Dependent Child:

The Plan covering the parent whose birthday (month/day) is earlier in the calendar year pays benefits first. If both parents have the same birthdate, the Plan covering the parent whose first name begins with the earlier letter in the alphabet pays first.

However, if you and your Spouse are separated or divorced, the following order applies:

- The Plan of the parent with custody of the child, then
- The Plan of the spouse of the parent with custody of the child (i.e., if the parent with custody of the child remarries or has a common-law spouse, the new spouse’s Plan will pay benefits for the Dependent Child), then
- The Plan of the parent not having custody of the child, then
- The Plan of the spouse of the parent not having custody of the child (i.e., if the parent without custody of the child remarries or has a common-law spouse, the new spouse’s Plan will pay benefits for the Dependent Child).
- Where you and your spouse share joint custody of the child, the Plan covering the parent whose birthday (month/day) is earlier in the calendar year pays benefits first. If both parents have the same birthdate, the Plan covering the parent whose first name begins with the earlier letter in the alphabet pays first.

## **The Claims Process**

---

- A claim for accidental injury to natural teeth will be determined under Extended Health Care Plans with accidental dental coverage before it is considered under Dental Plans.
- If the order of benefit payment cannot be determined from the above, the benefits payable under each Plan will be in proportion to the amount that would have been payable if Co-ordination of Benefits did not exist.
- If the person is also covered under an individual travel insurance plan, benefits will be co-ordinated in accordance with the guidelines provided by the Canadian Life and Health Insurance Association.

### **Submitting a Claim for Co-ordination of Benefits**

To submit a claim when Co-ordination of Benefits applies, refer to the following guidelines:

- As per the Order of Benefit Payment section, determine which Plan is the Primary Carrier and which is the Secondary Carrier.
- Submit all necessary claim forms and original receipts to the Primary Carrier.
- Keep a photocopy of each receipt or ask the Primary Carrier to return the original receipts to you once your claim has been settled.
- Once your claim has been settled by the Primary Carrier, you will receive a statement outlining how your claim has been handled. Submit this statement along with all necessary claim forms and receipts to the Secondary Carrier for further consideration of payment, if applicable.



### ***Eligibility***

You are eligible for Group Benefits if you:

- are a full-time or part-time employee of British Columbia Institute of Technology,
- work at least the Required Number of Hours, and
- work at least 50% of a Full-time equivalent appointment (appointment must be greater than 3 months to qualify for Extended Health Care and Dental Care benefits),
- are a member of an eligible class,
- for Extended Health Care benefits, are covered under the Provincial Plan,
- are younger than the Termination Age,
- are residing in Canada, and
- have completed the Waiting Period.

The Termination Age and Waiting Period may vary from benefit to benefit. For this information, please refer to each benefit in the section entitled Your Group Benefits.

Your dependents are eligible for coverage on the date you become eligible or the date you first acquire a dependent, whichever is later. You must apply for coverage for yourself in order for your dependents to be eligible.

### ***Required Number of Hours***

Full-time employee – normal work schedule of at least 100%

Part-time employee – normal work schedule of at least 50%

### ***Medical Evidence***

Medical evidence is required for Extended Health Care benefits, when you make a Late Application for coverage on any person.

### ***Late Application***

An application is considered late when you:

- apply for contributory coverage on any person after having been eligible for more than 31 days, or
- re-apply for coverage on any person whose coverage had earlier been cancelled.

If you apply for Dental benefits more than 31 days after first being eligible, you may become covered upon submission of proof satisfactory to Manulife Financial that eligibility for comparable or more comprehensive coverage under another group plan, under which you or your dependents were covered, ceased not more than 31 days before you applied for replacing coverage under this Plan.

Medical evidence can be submitted by completing the Evidence of Insurability form, available from your employer. Further medical evidence may be requested by Manulife Financial.

## **Who Qualifies for Coverage?**

---

### ***Effective Date of Coverage***

- If medical evidence is not required, your Group Benefits will be effective on the date you are eligible.
- If medical evidence is required, your Group Benefits will be effective on the date you become eligible or the date the evidence is approved by Manulife Financial, whichever is later.

You must be actively at work for plan benefit coverage to become effective. If you are not actively at work on the date your coverage would normally become effective, your coverage will take effect on the next day on which you are again actively at work.

Your dependent's coverage becomes effective on the date the dependent becomes eligible, or the date any required medical evidence on the dependent is approved by Manulife Financial, whichever is later.

Your dependent's coverage will not be effective prior to the date your coverage becomes effective.

### ***Termination of Coverage***

Your Group Benefit coverage will terminate on the earliest of:

- the date you cease to be an eligible employee
- the date you cease to be actively at work, unless the Group Policy or the Plan Document allows for your coverage to be extended beyond this date
- the date your employer terminates coverage
- the date you enter the armed forces of any country on a full-time basis
- the date the Group Policy or Plan Document terminates or coverage on the class to which you belong terminates
- the date you reach the Termination Age
- the date of your retirement

Your dependents' coverage terminates on the date your coverage terminates, the date the dependent ceases to be an eligible dependent, or the date your dependent commences active duty in the armed forces of any country, state or international organization, whichever is earliest.

### Employee Life Insurance

**The Employee Life Insurance Benefit is insured under Manulife Financial's Policy G0039941D.**

If you die while insured, this benefit provides financial assistance to your beneficiary. If your beneficiary dies before you or if there is no designated beneficiary, this benefit is payable to your estate.

#### ***The Benefit***

**Benefit Amount** - 3 times your annual earnings, to a maximum of \$800,000, subject to the benefit reduction noted below

**Benefit Reduction**- your benefit amount reduces to 2 times your annual earnings, to a maximum of \$800,000 at age 45

**Non-Evidence Limit** - \$800,000

**Qualifying Period for Waiver of Premium** - 6 months or the period of banked sick leave accumulated prior to age 65, whichever is greater

**Termination Age** - August 31st following the attainment of age 65 or retirement, whichever is earlier. On retirement, your coverage will continue under Plan F.

#### **Waiting Period**

first day of the month coincident with or following 2 months of continuous service for employees hired on or prior to the 15th day of the month

first day of the month coincident with or following 3 months of continuous service for employees hired after the 15th day of the month

#### ***Naming a Beneficiary***

You have the right to designate and/or change a beneficiary, subject to governing law. The necessary forms are available from your Plan Administrator.

You should review your beneficiary designation to be sure that it reflects your current intent.

#### ***Submitting a Claim***

To submit an Employee Life Insurance claim, your beneficiary must complete the Life Claim form which is available from your Plan Administrator.

Documents necessary to submit with the form are listed on the form.

A completed claim form must be submitted within 15 months from the date of the loss. Upon termination of your insurance under this Policy, proof that life benefits are payable must be submitted within 90 days from the date of termination of insurance.

#### ***Waiver of Premium***

If you become Totally Disabled while insured and prior to age 65 and meet the Entitlement Criteria outlined below, your Life Insurance will continue without payment of premium.

## **Your Group Benefits**

---

### ***Definition of Totally Disabled***

Totally Disabled means a restriction or lack of ability due to an illness or injury which prevents you from performing the essential duties of:

- your own occupation, during the Qualifying Period and the next 24 consecutive months; and
- any occupation after the 24 months specified above for which the current monthly earnings are less than 75% of monthly Earnings at the date of disability.

The availability of work will not be considered by Manulife Financial in assessing your disability.

If you must hold a government permit or licence to perform the duties of your job, you will not be considered Totally Disabled solely because your permit or licence has been withdrawn or not renewed.

### ***Entitlement Criteria***

To be entitled to Waiver of Premium, you must meet the following criteria:

- you must be continuously Totally Disabled throughout the Qualifying Period. If you cease to be Totally Disabled during this period and then become disabled again within 30 days due to the same or related illness or injury, your Qualifying Period will be extended by the number of days during which you ceased to be Totally Disabled, provided the Qualifying Period is satisfied within 365 days of the date of Total Disability
- Manulife Financial must receive medical evidence documenting how your illness or injury causes restrictions or lack of ability, such that you are prevented from performing the essential duties of:
  - your own occupation, during the Qualifying Period and the next 24 consecutive months; and
  - any occupation after the 24 months specified above for which the current monthly earnings are less than 75% of monthly Earnings at the date of disability:
- you must be receiving from a physician, regular, ongoing care and treatment appropriate for your disabling condition, as determined by Manulife Financial

At any time, Manulife Financial may require you to submit to a medical, psychiatric, psychological, functional, educational and/or vocational examination or evaluation by an examiner selected by Manulife Financial.

### ***Termination of Waiver of Premium***

Your Waiver of Premium will cease on the earliest of:

- the date you cease to be Totally Disabled, as defined under this benefit
- the date you do not supply Manulife Financial with appropriate medical evidence documenting how your illness or injury causes restrictions or lack of ability, such that you are prevented from performing the essential duties of:
  - your own occupation, during the Qualifying Period and the next 24 consecutive months; and
  - any occupation after the 24 months specified above for which the current monthly earnings are less than 75% of monthly Earnings at the date of disability

- the date you are no longer receiving from a physician, regular, ongoing care and treatment appropriate for the disabling condition, as determined by Manulife Financial
- the date you do not attend an examination by an examiner selected by Manulife Financial
- the date of your death
- the date of your 65th birthday

### ***Recurrent Disability***

If you become Totally Disabled again from the same or related causes as those for which premiums were previously waived, and such disability recurs within 6 months of cessation of the Waiver of Premium benefit, Manulife Financial will waive the Qualifying Period.

Your amount of insurance on which premiums were previously waived will be reinstated.

If the same disability recurs more than 6 months after cessation of your Waiver of Premium benefit, such disability will be considered a separate disability.

Two disabilities which are due to unrelated causes are considered separate disabilities if they are separated by a return to work of longer than one month.

To submit a claim for the Waiver of Premium benefit you must complete a Waiver of Premium claim form, which is available from your Plan Administrator. Your attending physician must also complete a portion of this form.

A completed claim form must be submitted within 6 months from the month following the end of the qualifying period.

### ***Conversion Privilege***

If your Group Benefits terminate or reduce, you may be eligible to convert your Employee Life Insurance to an individual policy, without medical evidence. Your application for the individual policy along with the first monthly premium must be received by Manulife Financial within 31 days of the termination or reduction of your Employee Life Insurance. If you die during this 31-day period, the amount of Employee Life Insurance available for conversion will be paid to your beneficiary or estate, even if you didn't apply for conversion.

For more information on the conversion privilege, please see your Plan Administrator. Provincial differences may exist.

## Your Group Benefits

---

### Employee Optional Life Insurance

The Employee Optional Life Insurance Benefit is insured under Manulife Financial's Policy G0039941D.

If you die while insured, this benefit provides financial assistance to your beneficiary, in addition to your Employee Life Insurance Benefit. If your beneficiary dies before you or if there is no designated beneficiary, this benefit is payable to your estate.

#### *The Benefit*

**Benefit Amount** - increments of \$10,000 to a maximum of \$250,000

**Non-Evidence Limit** - All amounts are subject to Evidence of Insurability.

**Qualifying Period for Waiver of Premium** - 6 months or the period of banked sick leave accumulated prior to age 65, whichever is greater

**Termination Age** - your benefit amount terminates at age 70 or retirement, whichever is earlier.

#### **Waiting Period**

first day of the month coincident with or following 2 months of continuous service for employees hired on or prior to the 15th day of the month

first day of the month coincident with or following 3 months of continuous service for employees hired after the 15th day of the month

#### **Naming a Beneficiary**

You have the right to designate and/or change a beneficiary, subject to governing law. The necessary forms are available from your Plan Administrator.

You should review your beneficiary designation to be sure that it reflects your current intent.

To apply for Employee Optional Life Insurance you must complete the Application for Optional Life form which is available from your Plan Administrator.

For details on Submitting a Claim and Conversion Privilege, please refer to Employee Life Insurance.

#### **Waiver of Premium**

If your Employee Life Insurance premium is waived because you are totally disabled, the premium for this benefit will also be waived. (See Employee Life Insurance...Waiver of Premium).

#### **Exclusions**

If death results from suicide any amount of Optional Life Insurance that has been in effect for less than one year will not be payable.

### Accidental Death and Dismemberment

The Accidental Death and Dismemberment Benefit is insured under Manulife Financial's Policy G0039941D.

If you sustain an accidental injury while insured and suffer a loss specified in the Schedule of Losses below, this benefit provides financial assistance to you or your beneficiary. In the event of your death, the benefit is payable to your beneficiary. If your beneficiary dies before you or if there is no designated beneficiary, this benefit is payable to your estate. For losses other than Loss of Life, the benefit is payable to you.

#### *The Benefit*

**Aggregate Limit** - \$5,000,000

**Benefit Amount** - 3 times your annual earnings, to a maximum of \$800,000, subject to the Benefit Reduction noted below

**Benefit Reduction**- your benefit amount reduces to 2 times your annual earnings, to a maximum of \$800,000 at age 45 or retirement, whichever is earlier

**Qualifying Period for Waiver of Premium** - 6 months or the period of banked sick leave accumulated prior to age 65, whichever is greater

**Termination Age** - August 31st following the attainment of age 65 or retirement, whichever is earlier. Upon attainment of termination age, your coverage may continue under Plan F.

#### **Waiting Period**

none for employees hired on or prior to the Group Policy Effective Date

for all other employees hired on or prior to the 15th day of the month, first day of the month coincident with or next following 2 months of continuous service for employees

for all other employees hired after the 15th day of the month, first day of the month coincident with or following 3 months of continuous service for employees

#### **Schedule of Losses**

A loss shown in this schedule is covered provided it:

- is a direct result of the accidental injury
- occurs within 365 days from the date of the accidental injury
- is total and irreversible or irrecoverable

In the case of loss of speech or hearing, or loss of use of an arm, hand or leg, the loss must be continuous for 12 months and determined to be permanent, after which time the benefit is payable.

The amount payable for each loss is a percentage of your Accidental Death and Dismemberment benefit amount which was in effect as of the date of the injury.

- Loss of Life - 100%
- Loss of or Loss of Use of Both Hands or Both Feet - 100%
- Loss of Sight of Both Eyes - 100%

## Your Group Benefits

---

- Loss of One Hand and One Foot - 100%
- Loss of One Hand and Sight of One Eye - 100%
- Loss of One Foot and Sight of One Eye - 100%
- Loss of Hearing in Both Ears and Speech - 100%
- Loss of or Loss of Use of One Arm or One Leg - 75%
- Loss of or Loss of Use of One Hand or One Foot - 75%
- Loss of Sight of One Eye - 75%
- Loss of Speech or Hearing in Both Ears - 75%
- Loss of Thumb and Index Finger or at least Four Fingers of One Hand - 33.33%
- Loss of All Toes of One Foot - 25%
- Loss of Hearing in One Ear - 25%
- Hemiplegia, Paraplegia or Quadriplegia - 200%

Only one percentage, the largest, will be paid for multiple losses to the same limb due to any one accident.

No more than 100% will be paid for all losses due to any one accidental Injury, except in the case of hemiplegia, paraplegia or quadriplegia, where the total amount paid will not exceed 200% (provided the benefit is paid while you are living).

### ***Exposure and Disappearance***

If a loss occurs due to unavoidable exposure to the elements, after a conveyance in which you were travelling made a forced landing, or was lost, wrecked, stranded or sank, a benefit will be payable for that loss. The amount payable will be determined in accordance with the Schedule of Losses.

If you disappear after a conveyance in which you were travelling made a forced landing, or was lost, wrecked, stranded or sank, a benefit for loss of life will be payable if your body is not found within 365 days after the incident occurred.

### ***Aggregate Limit***

*In no event will the amount paid for total lives exceed \$5,000,000.*

### ***Rehabilitation Expenses***

If, as a direct result of an accidental injury, you suffer a loss specified in the Schedule of Losses and require participation in a formal rehabilitation program in order to return to gainful employment, Manulife Financial will pay incurred expenses, provided the expenses are:

- reasonable and necessary, as determined by Manulife Financial
- incurred within a period of 3 years from the date of the accidental injury

The amount payable is subject to a maximum of \$15,000.



No amount will be paid for room and board expenses, or other living, travelling or clothing expenses.

### ***Repatriation Expenses***

If you die as a direct result of an accidental injury which occurs while travelling, Manulife Financial will pay for expenses incurred for the preparation and transportation of your body to your place of residence.

The amount payable is subject to a maximum of \$15,000.

### ***Family Transportation Expenses***

If, as a direct result of an accidental injury, you suffer a loss specified in the Schedule of Losses and are confined to a hospital located within 150 kilometres from your normal place of residence, Manulife Financial will pay the hotel and travel expenses incurred by an immediate family member, provided the expenses are:

- reasonable and necessary, as determined by Manulife Financial
- for hotel accommodations in the vicinity of the hospital
- for transportation by the most direct route to the hospital, including return fare

If transportation is by means other than a conveyance which is licensed to transport fare-paying passengers, expenses incurred will be reimbursed at a rate of \$0.20 per kilometre travelled.

The amount payable is subject to a maximum of \$10,000 per accident.

### ***Dependent Education Expenses***

If you die as a direct result of an accidental injury, Manulife Financial will pay the tuition for each child who is enrolled as a full-time student:

- in a school for higher learning above the secondary school level, or
- at the secondary school level, but who enrolls as a full-time student in a school for higher learning within 365 days after your death

A school for higher learning means any accredited university, private college, collèges d'enseignement général et professionnel (CEGEP), community college or trade school.

The maximum payable each year for each child is the lesser of:

- 5% of your Accidental Death and Dismemberment benefit amount, or
- \$5,000

The benefit is payable for up to a maximum of 4 years. If there are no children, an additional \$2,500 will be paid to your designated beneficiary.

No payment will be made for:

- tuition expenses incurred prior to your death
- room and board expenses, or other living, travelling or clothing expenses

## **Your Group Benefits**

---

### ***Spousal Occupational Training Expenses***

If you die as a direct result of an accidental injury and your spouse must participate in a formal occupational training program to become qualified for employment for which he or she would not otherwise have sufficient qualifications, Manulife Financial will pay for expenses incurred by your spouse, provided the expenses are:

- reasonable and necessary, as determined by Manulife Financial
- incurred within a period of 3 years from the date of the accidental injury

The amount payable is subject to a maximum of \$10,000.

No amount will be paid for room and board expenses, or other living, travelling or clothing expenses.

### ***Seat Belt Benefit***

If you die as a direct result of an accidental injury sustained while driving or riding in an automobile, Manulife Financial will pay an additional amount equal to 10% of your Accidental Death and Dismemberment benefit, to a maximum of \$25,000, provided you were wearing your seat belt and it was properly fastened at the time of the accidental injury.

### ***Day-Care Expenses***

If you die as a direct result of an accidental injury, Manulife Financial will pay day-care expenses for each child under 13 years of age who is enrolled in a legally licensed day-care centre at the time of the accidental injury, or who becomes enrolled within 12 months from the date of your death.

The maximum payable each year for each child is the lesser of:

- 5% of your Accidental Death and Dismemberment benefit amount, or
- \$10,000

The benefit is payable for up to a maximum of 4 years.

No payment will be made for:

- expenses incurred prior to your death
- room and board expenses, or other living, travelling or clothing expenses

### ***Home Alteration and Vehicle Modification Expenses***

If, as a direct result of an accidental injury, you:

- suffer a loss of, or loss of use of, both feet or both legs, or
- become a hemiplegic, paraplegic, or quadriplegic

and require the use of a wheelchair to be ambulatory, Manulife Financial will pay for incurred expenses, provided the expenses are:

- reasonable and necessary, as determined by Manulife Financial
- incurred within 3 years from the date of the accidental injury

- for alterations to your home for the purpose of making it wheelchair accessible
- for modifications to one motor vehicle for the purpose of making it wheelchair accessible

The amount payable is subject to a maximum of \$10,000.

### ***Non-Duplication of Expenses***

Expenses which are eligible under this benefit and for which you are also eligible under any other benefit, policy, or plan providing similar coverage will be paid first under such other benefit, policy or plan. Any expenses not paid will then be considered under this benefit, subject to any stated maximum.

The total amount of payments from all coverages combined will not exceed 100% of the eligible expenses incurred.

### ***Naming a Beneficiary***

You have the right to designate and/or change a beneficiary, subject to governing law. The necessary forms are available from your Plan Administrator.

If you have not appointed a beneficiary under this policy, but you had appointed a beneficiary under a prior policy where you were covered prior to becoming covered under this policy, then the most recently appointed beneficiary under that prior policy is considered your beneficiary under this policy.

You should review your beneficiary designation to be sure that it reflects your current intent.

### ***Submitting a Claim***

To submit an Accidental Death Claim, your beneficiary must complete a Life Claim form.

To submit a Dismemberment Claim, you must complete an Accidental Dismemberment Claim form.

Both forms are available from your Plan Administrator, and require a physician's statement.

A completed claim form must be submitted within 15 months from the date of the loss. Upon termination of your insurance under this Policy, proof that life benefits are payable must be submitted within 90 days from the date of termination of insurance.

### ***Waiver of Premium***

If, while the Group Policy is in force, your Employee Life Insurance premium is waived because you are totally disabled, the premium for this benefit will also be waived. (See Employee Life Insurance...Waiver of Premium). Waiver of Premium for this benefit ceases if the benefit terminates.

### ***Exclusions***

*No Accidental Death & Dismemberment benefits are payable if the loss results from:*

- suicide or self-inflicted injuries
- war or insurrection, the hostile actions of any armed forces, or participation in a riot or civil commotion

## Your Group Benefits

---

- riding in, boarding or leaving, or descending from, any aircraft as a pilot, operator or member of the crew
- riding in, boarding or leaving, or descending from, any aircraft which is owned, operated or leased by or on behalf of your employer

## Extended Health Care

**Your Extended Health Care Benefit is provided directly by British Columbia Institute of Technology. Manulife Financial has been contracted to adjudicate and administer your claims for this benefit following the standard insurance rules and practices. Payment of any eligible claim will be based on the provisions and conditions outlined in this booklet and your employer's Benefit Plan.**

If you or your dependents incur charges for any of the Covered Expenses specified, your Extended Health Care benefit can provide financial assistance.

Payment of Covered Expenses is subject to any maximum amounts shown below under The Benefit and in the expenses listed under Covered Expenses.

Claim amounts that will be applied to the maximum are the amounts paid after applying the Deductible, Benefit Percentage, and any other applicable provisions.

### Drug Benefit for Quebec Residents

Group benefit plans that provide prescription drug coverage to Quebec residents must meet certain requirements under Quebec's prescription drug insurance legislation (An Act Respecting Prescription Drug Insurance And Amending Various Legislative Provisions). If you and your dependents reside in Quebec, the provisions specified under Drug Benefit For Persons Who Reside In Quebec, will apply to your drug benefit.

### *The Benefit*

**Overall Benefit Maximum** - Unlimited

**Deductible** - \$50 Individual, \$50 Family, per calendar year

Not applicable to:

Out-of-Province/Canada Emergency Medical Treatment

**Note:** *The deductible is not applicable to Emergency Travel Assistance.*

### **- Deductible Carry-Forward**

Covered Expenses used to satisfy the deductible in the last 3 months of the calendar year may also be used to satisfy the deductible in the following calendar year.

### **Benefit Percentage (Co-insurance)**

95% of the first \$1,000 of paid expenses and 100% thereafter in any calendar year for

Hospital Care

Drugs

Vision

Professional Services

Medical Services and Supplies

**Note:**

*The Benefit Percentage for Out-of-Province/Out-of-Canada Emergency Medical Treatment is 100%.*

*The Benefit Percentage for Emergency Travel Assistance is 100%.*

**Termination Age** – Coverage continues until the employee's retirement and as outlined under Termination of Coverage.

**Waiting Period**

first day of the month coincident with or following 2 months of continuous service for employees hired on or prior to the 15th day of the month

first day of the month coincident with or following 3 months of continuous service for employees hired after the 15th day of the month

**Covered Expenses**

The expenses specified are covered to the extent that they are reasonable and customary, unless otherwise specified, as determined by Manulife Financial or your employer, provided they are:

- medically necessary for the treatment of sickness or injury and recommended by a physician
- incurred for the care of a person while covered under this Group Benefit Program
- reasonable taking all factors into account
- not covered under the Provincial Plan or any other government-sponsored program
- legally insurable

In the event that a provincial plan or government-sponsored program or plan or legally mandated program discontinues or reduces payment for any services, treatments or supplies formerly covered in full or in part by such plan or program, this plan will not automatically assume coverage of the charges for such treatments, services or supplies, but will reserve the right to determine, at the time of change, whether the expenses will be considered eligible or not.

**Advance Supply Limitation**

Payment of any Covered Expenses under this benefit which may be purchased in large quantities will be limited to the purchase of up to a 3 months' supply at any one time.

**- Drug Expenses**

The maximum quantity of drugs that will be payable for each prescription will be limited to the lesser of:

- a) the quantity prescribed by your physician or dentist, or
- b) a 90 day supply.

**Hospital Care**

- charges, in excess of the hospital's public ward charge, for private accommodation, provided:
  - the person was confined to hospital on an in-patient basis, and
  - the accommodation was specifically elected in writing by the patient

## Your Group Benefits

---

- charges, in excess of the hospital's semi-private room, for private accommodation, provided:
  - the person was confined to hospital on an in-patient basis, and
  - the accommodation was specifically elected in writing by the patient
- charges for room and board made by an addiction treatment facility, provided the treatment has been recommended and approved in writing by a Physician, up to a maximum of \$25,000 per lifetime
- charges for any portion of the cost of ward accommodation, utilization or co-payment fees (or similar charges) are not covered

### ***ManuScript Generic Drug Plan 2 - Prescription Drugs***

Charges incurred for the following expenses are payable when prescribed in writing by a physician or dentist and dispensed by a licensed pharmacist.

- drugs for the treatment of a sickness or injury, which by law or convention require the written prescription of a physician or dentist
- oral contraceptives
- injectable medications, including vitamin B12 for the treatment of pernicious anaemia (charges made by a practitioner or physician to administer injectable medications are not covered)
- life-sustaining drugs
- preventative vaccines and medicines (oral or injected)
- insulin preparations and supplies, standard syringes, needles and diagnostic aids, required for the treatment of diabetes (charges for cotton swabs, rubbing alcohol, automatic jet injectors and similar equipment are not covered)

Dispensing fees for Drugs purchased with the Pay Direct Drug Card, other than compounds, will not be subject to Reasonable and Customary limitations.

*Charges for the following expenses are not covered:*

- drugs, biologicals and related preparations which are intended to be administered in hospital on an in-patient or out-patient basis and are not intended for a patient's use at home
- fertility drugs
- anti-smoking drugs
- drugs used in the treatment of a sexual dysfunction
- non-oral contraceptives, intrauterine devices and diaphragms

### **- Drug Maximums**

Sclerotherapy - \$20 per day

Preventive Vaccines and Medicines - \$1,000 per lifetime

All other covered drug expenses – Unlimited, subject to overall Plan maximum



## **Your Group Benefits**

---

### **- Payment of Covered Expenses**

Payment of your covered drug expenses will be subject to any Drug Deductible, any Drug Dispensing Fee Maximum, and the Co-insurance.

Covered expenses for any prescribed drug will not exceed the price of the lowest cost generic equivalent product that can legally be used to fill the prescription, as listed in the Provincial Drug Benefit Formulary.

If there is no generic equivalent product for the prescribed drug, the amount covered is the cost of the prescribed product.

### **- No Substitution Prescriptions**

If your prescription contains a written direction from your physician or dentist that the prescribed drug is not to be substituted with another product and the drug is a covered expense under this benefit, the full cost of the prescribed product is covered.

When you have a "no substitution prescription", please ask your pharmacist to indicate this information on your receipt, when you pay for the prescription. This will help to ensure that your expenses will be reimbursed appropriately when your claim is submitted to Manulife Financial for payment.

Payment of your covered drug expenses will be subject to any Drug Deductible, any Drug Dispensing Fee Maximum and the Co-insurance.

### **- Payment of Drug Claims**

Your Pay Direct Drug Card provides your pharmacist with immediate confirmation of covered drug expenses. This means that when you present your Pay Direct Drug Card to your pharmacist at the time of purchase, you and your eligible dependents will not incur out-of-pocket expenses for the full cost of the prescription.

The Pay Direct Drug Card is honoured by participating pharmacists displaying the appropriate Pay Direct Drug decal.

To fill a prescription for covered drug expenses:

- a) present your Pay Direct Drug Card to the pharmacist at the time of purchase, and
- b) pay any amounts that are not covered under this benefit.

You will be required to pay the full cost of the prescription at time of purchase if:

- you cannot locate a participating Pay Direct Drug pharmacy
- you do not have your Pay Direct Drug Card with you at that time
- the prescription is not payable through the Pay Direct Drug Card system

For details on how to receive reimbursement after paying the full cost of the prescription, please see your Plan Administrator.



### ***Vision Care***

- eye exams, up to \$100 per 24 months
- purchase and fitting of prescription glasses (excluding prescription sunglasses or safety goggles) or elective contact lenses, as well as repairs, or elective laser vision correction procedures, to a maximum of \$750 per 24 months
- if contact lenses are required to treat a severe condition, or if vision in the better eye can be improved to a 20/40 level with contact lenses but not with glasses, the maximum payable will be \$150 per lifetime

### ***Professional Services***

Services provided by the following licensed practitioners:

- Chiropractor - \$500 per calendar year, including one x-ray per calendar year
- Podiatrist/Chiropodist - \$500 per calendar year, including one x-ray per calendar year
- Massage Therapist - \$1,500 per calendar year combined with physiotherapist
- Naturopath - \$400 per calendar year
- Speech Therapist - \$350 per calendar year
- Physiotherapist - \$1,500 per calendar year combined with massage therapist
- Psychologist - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Clinical Counsellor - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Social Worker - \$1,500 per calendar year combined with psychologist, clinical counsellor and social worker
- Acupuncturist - \$250 per calendar year

Expenses for some of these Professional Services may be payable in part by Provincial Plans. Coverage for the balance of such expenses prior to reaching the Provincial Plan maximum may be prohibited by provincial legislation. In those provinces, expenses under this Benefit Program are payable after the Provincial Plan's maximum for the benefit year has been paid.

Recommendation by a physician for Professional Services is not required.

### ***Medical Services and Supplies***

For all medical equipment and supplies covered under this provision, Covered Expenses will be limited to the cost of the device or item that adequately meets the patient's fundamental medical needs.

## **Your Group Benefits**

---

### **- Private Duty Nursing**

Services which are deemed to be within the practice of nursing and which are provided in the patient's home by:

- a registered nurse, or
- a registered nursing assistant (or equivalent designation) who has completed an approved medications training program

Covered Expenses are subject to a maximum of \$5,000 per 3 calendar years. If during the accumulation period, the maximum has been reached, benefits will be payable to a maximum of \$50 per day.

Charges for the following services are not covered:

- service provided primarily for custodial care, homemaking duties, or supervision
- service performed by a nursing practitioner who is an immediate family member or who lives with the patient
- service performed while the patient is confined in a hospital, nursing home, or similar institution
- service which can be performed by a person of lesser qualification, a relative, friend, or a member of the patient's household

### ***Pre-Determination of Benefits***

Before the services begin, it is advisable that you submit a detailed treatment plan with cost estimates. You will then be advised of any benefit that will be provided.

### **Ambulance**

- licensed ambulance service provided in the patient's province of residence, including air ambulance, to transfer the patient to and from the nearest hospital where adequate treatment is available. Charges for emergency transportation by railroad, boat or airline, or for emergency transportation from one hospital to another as a result of inadequate facilities are also covered.

### **Medical Equipment**

- rental or, when approved by Manulife Financial or your employer, purchase of:
  - Mobility Equipment: crutches, canes, walkers, and wheelchairs
  - Durable Medical Equipment: manual hospital beds, respiratory and oxygen equipment, and other durable equipment usually found only in hospitals

### **Non-Dental Prostheses, Supports and Hearing Aids**

- external prostheses. Charges for replacement of a prosthesis are eligible when the device can no longer be repaired or no longer meets the patient's medical needs.
- surgical stockings/support hose, up to a maximum of \$80 per calendar year
- surgical brassieres, up to a maximum of \$150 per calendar year
- braces (other than foot braces), trusses, collars, leg orthosis, casts and splints

- stock-item orthopaedic shoes and modifications or adjustments to stock-item orthopaedic shoes or regular footwear (recommendation of either a physician or a podiatrist is required) and custom-made shoes which are required because of a medical abnormality that, based on medical evidence, cannot be accommodated in a stock-item orthopaedic shoe or a modified stock-item orthopaedic shoe (must be constructed by a certified orthopaedic footwear specialist), up to a maximum of \$200 per calendar year for a dependent child and \$400 per calendar year for any other person
- casted, custom-made orthotics, up to a maximum of \$300 per calendar year (recommendation of either a physician or a podiatrist is required)
- cost, installation, repair and maintenance of hearing aids, (including charges for batteries) to a maximum of \$1,500 per 3 calendar years

### Other Supplies and Services

- blood and blood plasma
- ileostomy, colostomy and incontinence supplies
- medicated dressings and burn garments
- stump socks, to a maximum of \$200 per calendar year
- viscosupplementation, to a maximum of 9 injections per 12 months
- wigs and hairpieces for patients with temporary hair loss as a result of medical treatment, up to a maximum of \$500 per lifetime
- oxygen
- microscopic and other similar diagnostic tests and services rendered in a licensed laboratory in the province of Quebec
- charges for the treatment of accidental injuries to natural teeth or jaw, provided the treatment is rendered within 12 months of the accident, excluding injuries due to biting or chewing

### Fertility Treatment

The cost of eligible non-drug fertility expenses based on the list from the Canada Revenue Agency (CRA) Medical Expense Tax Credit (METC), up to a maximum of \$20,000 per certificate, per lifetime.

### Gender Affirmation Treatment

Charges for feminization procedures as follows:

- breast/chest surgery - augmentation mammoplasty (implants/lipofilling)
- genital surgery - penectomy, orchiectomy, vaginoplasty, clitoroplasty, vulvoplasty, scrotoectomy, labiaplasty
- non-genital, non-breast interventions - facial feminization surgery such as rhinoplasty, and blepharoplasty, abdominoplasty, liposuction, lipofilling, gluteal augmentation (implants/lipofilling), hair reconstruction, electrolysis or laser hair removal of facial, body hair or skin graft, reduction thyroid chondroplasty and laryngoplasty/vocal cord surgery

## Your Group Benefits

---

Charges for masculinization procedures as follows:

- breast/chest surgery - mastectomy, chest masculinization
- genital surgery - hysterectomy, salpingo-oophorectomy, metoidioplasty or phalloplasty, urethroplasty, vaginectomy, glansplasty, scrotoplasty and insertion of testicular implants; and insertion of an erectile device
- non-genital, non-breast interventions – facial masculinization surgery such as facial bone reconstruction, rhinoplasty and blepharoplasty, abdominoplasty, liposuction, lipofilling, pectoral implants, electrolysis or laser hair removal of skin graft and laryngoplasty/vocal cord surgery

Charges for the following expenses are not covered:

- expenses related to travel or accommodation under this benefit
- services obtained outside of Canada
- services that are considered cosmetic, except as otherwise provided under the list of eligible expenses as outlined in the feminization and masculinization procedures mentioned above
- expenses related to the reversal of gender affirmation treatments
- expenses related to sperm preservation and/or cryopreservation of fertilized embryos and expenses related to infertility
- any services/expenses payable under any Provincial/Territorial Plan.

The purpose of this coverage is related to masculinization or feminization, not elective cosmetic enhancement. All eligible services must be medically necessary and ordered by a physician involved in the transitioning treatment.

In order to be eligible for the gender affirmation treatment expenses outlined in this section, the covered person must go through the provincial/territorial process, where provincial/territorial coverage exists.

A covered person must provide the Administrator with one of the following:

- proof of approval from the province/territory that has accepted coverage under their gender affirmation program, where provincial/territorial coverage exists, OR
- proof of completing a recognized program at a specialized gender identity treatment centre (such as the CAMH Gender Identity Clinic), OR
- proof that the covered person has met the clinical eligibility for gender affirming surgery as determined by the World Professional Association for Transgender Health (WPATH) Standards of Care (SoC) criteria and have been assessed by a physician, specialist, nurse practitioner (NP) and/or a health care professional (HCP) trained in the WPATH SoC.

If the covered person elects not to follow the WPATH identity treatment guidelines or not to go through the provincial/territorial process (where provincial/territorial coverage exists), the covered person will not be eligible for any of the gender affirmation treatment expenses outlined in this section.

Only expenses incurred while the covered person is covered under this plan and while this benefit provision is in force will be eligible for consideration.

Manulife is responsible for determining a covered person's eligibility for coverage under the gender affirmation benefit. Before incurring an expense, the covered person must contact the Administrator to predetermine the eligibility of their claim. The Administrator reserves the right to request details of the services, along with provincial/territorial approval with respect to the assessment/approval for coverage under the provincial/territorial gender affirmation program. The Administrator will assess all medical expenses based on the terms of this plan and considering WPATH's standards of care for Gender Identity Dysphoria.

Covered Expenses are subject to a maximum of \$40,000 per lifetime.

### ***Out-of-Province/Out-of-Canada***

- treatment required as a result of a medical emergency which occurs during the first 365 days while temporarily outside the province of residence, provided the covered person who receives the treatment is also covered by the Provincial Plan during the absence from the province of residence.

A Medical Emergency is:

- a sudden, unexpected injury or a new medical condition which occurs while a covered person (you or your dependent) is travelling outside of his province of residence, or
- a specific medical problem or chronic condition that was diagnosed but medically stable prior to departure

## Your Group Benefits

---

Stable means that, in the 90 days before departure, the covered person (you or your dependent) has not:

- been treated or tested for any new symptoms or conditions
- had an increase or worsening of any existing symptoms
- changed treatments or medications (other than normal adjustments for ongoing care)
- been admitted to the hospital for treatment of the condition

Coverage is not available if you (or your dependents) have scheduled non-routine appointments, tests or treatments for the condition or an undiagnosed condition.

Coverage is also available for medical emergencies related to pregnancy as long as travel is completed at least 4 weeks before the due date.

A medical emergency ends when the attending physician feels that, based on the medical evidence, a patient is stable enough to return to his home province or territory.

*Charges for the following are payable under this expense:*

- physician's services
- hospital room and board up to the hospital maximum under this Benefit Program
- the cost of special hospital services
- hospital charges for out-patient treatment
- prescribed Drugs
- licensed ambulance services, including air ambulance, to transfer the patient to the nearest medical facility or hospital where adequate treatment is available
- medical evacuation for admission to a hospital or medical facility in the province where the patient normally resides

The amount payable for these expenses will be the reasonable and customary charges less the amount payable by the Provincial Plan.

Charges incurred outside the province of residence for all other Covered Extended Health Care Expenses are payable on the same basis as if they were incurred in the province of residence.

### ***Emergency Travel Assistance***

Emergency Travel Assistance is a travel assistance program available for you and your covered dependents. The assistance services are delivered through an international organization, specializing in travel assistance. The following services are provided, when required as a result of a medical emergency during the first 365 days while travelling outside your province of residence.

Details on your Emergency Travel Assistance benefit are provided below, as well as in your Emergency Travel Assistance brochure.

### Medical Emergency Assistance

A Medical Emergency is:

- a sudden, unexpected injury or a new medical condition which occurs while a covered person (you or your dependent) is travelling outside of his province of residence, or
- a specific medical problem or chronic condition that was diagnosed but medically stable prior to departure

Stable means that, in the 90 days before departure, the covered person (you or your dependent) has not:

- been treated or tested for any new symptoms or conditions
- had an increase or worsening of any existing symptoms
- changed treatments or medications (other than normal adjustments for ongoing care)
- been admitted to the hospital for treatment of the condition

Coverage is not available if you (or your dependents) have scheduled non-routine appointments, tests or treatments for the condition or an undiagnosed condition.

Coverage is also available for medical emergencies related to pregnancy as long as travel is completed at least 4 weeks before the due date.

A medical emergency ends when the attending physician feels that, based on the medical evidence, a patient is stable enough to return to his home province or territory.

a) **24-Hour Access**

Multilingual assistance is available 24 hours a day, seven days a week, through telephone (toll-free or call collect), telex or fax.

b) **Medical Referral**

Referral to the nearest physician, dentist, pharmacist or appropriate medical facility, and verification of coverage, is provided.

c) **Claims Payment Service**

If a hospital or other provider of medical services requires a deposit or payment in full for services rendered, and the expenses exceed \$200 (Canadian), payment of such expenses will be arranged and claims co-ordinated on behalf of the covered person.

Payment and co-ordination of expenses will take into account the coverage that the covered person is eligible for under a Provincial Plan and this benefit. If such payments are subsequently determined to be in excess of the amount of benefits to which the covered person is entitled, the administrator shall have the right to recover the excess amount by assignment of Provincial Plan benefits and/or refund from you.

d) **Medical Care Monitoring**

Medical care and services rendered to the covered person will be monitored by medical staff who will maintain contact, as frequently as necessary, with the covered person, the attending physician, the covered person's personal physician and family.

## Your Group Benefits

---

### e) **Medical Transportation**

If medically necessary, arrangements will be made to transfer a covered person to and from the nearest medical facility or to a medical facility in the covered person's province of residence. Expenses incurred for the medical transportation will be paid, as described under Medical Services and Supplies – Ambulance.

If medically necessary for a qualified medical attendant to accompany the covered person, expenses incurred for round-trip transportation will be paid.

### f) **Return of Dependent Children**

If dependent children are left unattended due to the hospitalization of a covered person, arrangements will be made to return the children to their home. The extra costs over and above any allowance available under pre-paid travel arrangements will be paid.

If necessary for a qualified escort to accompany the dependent children, expenses incurred for round-trip transportation will be paid.

### g) **Trip Interruption/Delay**

If a trip is interrupted or delayed due to an illness or injury of a covered person, one-way economy transportation will be arranged to enable each covered person and a Travelling Companion (if applicable) to rejoin the trip or return home. Expenses incurred, over and above any allowance available under pre-paid travel arrangements will be paid.

A Travelling Companion is any one person travelling with the covered person, and whose fare for transportation and accommodation was pre-paid at the same time as the covered person's fare.

If the covered person chooses to rejoin the trip, further expenses incurred which are related directly or indirectly to the same illness or injury, will not be paid.

### h) **After Hospital Convalescence**

If a covered person is unable to travel due to medical reasons following discharge from a hospital, expenses incurred for meals and accommodation after the originally scheduled departure date will be paid, subject to the maximum shown in part l) of this provision.

### i) **Visit of Family Member**

Expenses incurred for round-trip economy transportation will be paid for an immediate family member to visit a covered person who, while travelling alone, becomes hospitalized and is expected to be hospitalized for longer than 7 days. The visit must be approved in advance by the administrator.

### j) **Vehicle Return**

If a covered person is unable to operate his owned or rented vehicle due to illness, injury or death, expenses incurred for a commercial agency to return the vehicle to the covered person's home or nearest appropriate rental agency will be paid, up to a maximum of \$1,000 (Canadian).

### k) **Identification of Deceased**

If a covered person dies while travelling alone, expenses incurred for round-trip economy transportation will be paid for an immediate family member to travel, if necessary, to identify the deceased prior to release of the body.



### l) **Meals and Accommodation**

Under the circumstances described in parts f),g),h),i), and k) of this provision, expenses incurred for meals and accommodation will be paid, subject to a combined maximum of \$2,000 (Canadian) per medical emergency.

### **Non-Medical Assistance**

#### a) **Return of Deceased to Province of Residence**

In the event of the death of a covered person, the necessary authorizations will be obtained and arrangements made for the return of the deceased to his province of residence. Expenses incurred for the preparation and transportation of the body will be paid, up to a maximum of \$5,000 (Canadian). Expenses related to the burial, such as a casket or an urn, will not be paid.

#### b) **Lost Document and Ticket Replacement**

Assistance in contacting the local authorities is provided, to help a covered person in replacing lost or stolen passports, visas, tickets or other travel documents.

#### c) **Legal Referral**

Referral to a local legal advisor, and if necessary, arrangement for cash advances from the covered person's credit cards, family or friends, is provided.

#### d) **Interpretation Service**

Telephone interpretation service in most major languages is provided.

#### e) **Message Service**

Telephone message service is provided for messages to or from family, friends or business associates. Messages will be held for up to 15 days.

#### f) **Pre-trip Assistance Service**

Up-to-date information is provided on passport and visa, vaccination and inoculation requirements for the country where the covered person plans to travel.

### **Exceptions**

The administrator, and the company contracted by the administrator to provide the travel assistance services described in this benefit, will not be responsible for the availability, quality, or results of any medical treatment, or the failure of a covered person to obtain medical treatment or emergency assistance services for any reason.

Emergency assistance services may not be available in all countries due to conditions such as war, political unrest or other circumstances which interfere with or prevent the provision of any services.

### **How to Access Emergency Travel Assistance - Your Emergency Travel Assistance Card**

Your Emergency Travel Assistance card lists the toll free numbers to call in case of an emergency, while travelling outside your province. The toll free number will put you in touch with the international travel assistance organization.

Your Emergency Travel Assistance card also lists your I.D. number and plan document number, which the travel assistance organization needs to confirm that you are covered by Emergency Travel Assistance.

## **Your Group Benefits**

---

If you do not have an Emergency Travel Assistance Card, please contact your employer.

### ***Submitting a Claim***

To submit an Extended Health Care claim, you must complete an Extended Health Care Claim form, except when claiming for physician or hospital expenses incurred outside your province of residence. For these expenses, you must complete an Out-of-Province/Out-of-Canada claim form. Claim forms are available from your employer.

All applicable receipts must be attached to the completed claim form when submitting it to Manulife Financial.

All claims must be submitted within 12 months after the date the expense was incurred.

Claims for Out-of-Canada expenses must first be submitted to the Provincial Plan for payment. Any outstanding balance should be submitted to Manulife Financial, along with the explanation of payment from the Provincial Plan.

### ***Subrogation (Third Party Liability)***

If your medical expenses result from an injury caused by another person and you have the legal right to recover damages, the administrator, acting on behalf of your employer may request that you complete a subrogation reimbursement agreement when you submit a claim for such expenses.

On settlement or judgement of your legal action, you will be required to reimburse the administrator, acting on behalf of your employer those amounts you recover which, when added to the payments you received from the administrator, acting on behalf of your employer, exceed 100% of your incurred expenses.

### ***Exclusions***

*No Extended Health Care benefits are payable for expenses related to:*

- any illness or injury arising out of or in the course of employment when the person is covered by or is eligible for coverage by workers' compensation
- any illness or injury for which benefits are payable under any government plan or legally mandated program
- for Out-of-Province/Out-of-Canada and Emergency Travel Assistance only, self-inflicted injuries, either directly or indirectly, unless medical evidence establishes that the injuries are related to a mental health illness
- services or supplies which were necessitated either wholly or partly, directly or indirectly as the result of committing, attempting, or provoking an assault or criminal offence, or by a war or act or war (whether declared or undeclared), insurrection or riot, or hostilities of any kind
- charges for periodic check-ups, broken appointments, travel for health purposes or completion of claim forms
- charges for general health examinations and examinations required for use by a third party

- charges for services or supplies:
  - when there would have been no charge at all in the absence of plan benefit coverage,
  - when reimbursement would have been made under a government-sponsored plan in the absence of plan benefit coverage,
  - which are required for recreation or sports but which are not Medically Necessary for regular activities,
  - which are received from a medical or dental department maintained by an employer, association or trade union,
  - which would have been payable by the Provincial Plan if proper application had been made,
  - which are performed or provided by the covered person, an Immediate Family Member or a person who lives with the covered person,
  - which are provided while confined in a hospital on an in-patient basis,
  - which are not specified as a covered expense under this benefit,
- medical or surgical care which is cosmetic, other than for sclerotherapy
- medical treatment which is not usual and customary, or which is Experimental or Investigational in nature
- charges which were considered an insured service of any Provincial government plan at the time this policy was issued and subsequently were modified, suspended or discontinued
- charges for transport or travel, other than as specifically provided under this benefit
- charges for services or supplies which are furnished without the recommendation and approval of a Physician acting within the scope of his license
- charges which Manulife Financial is not permitted, by any law or regulation, to cover
- charges for medical treatment or surgical procedures by a physician other than as specifically provided for under the Out-of-Province or Out-of-Canada benefit

### ***Drug Benefit For Persons Who Reside In Quebec***

If you and your dependents reside in Quebec, the following provisions apply to your drug benefit coverage.

#### ***Covered Expenses***

The following expenses are covered:

- drugs that are on the List of Insured Drugs that is published by the Régie de l'assurance-maladie du Québec (RAMQ List), provided such drugs are on the list at the time the expense is incurred; and
- drugs that are listed as a covered expense in this Benefit Booklet, but are not on the RAMQ List.

## Your Group Benefits

---

### ***Coverage for drugs on the List of Insured Drugs that is published by the Régie de l'assurance-maladie du Québec (RAMQ List)***

The following provisions apply only to the coverage of drugs that are on the RAMQ List, as legislated by An Act Respecting Prescription Drug Insurance (R.S.Q. c., A-29-01). Coverage for all other drugs will be subject to the regular provisions included in this Benefit Booklet:

#### **a) Benefit Percentage**

Prior to the annual out-of-pocket maximum being reached, the percentage of covered drug expenses payable under this benefit will be as follows:

- i) For any drug on the RAMQ List which is not otherwise covered under the terms of this Benefit, the percentage payable is the percentage as set out by the then applicable Legislation
- ii) For any drug on the RAMQ List which is covered under the terms of this Benefit, the percentage payable is the greater of:
  - the benefit percentage stated under The Benefit, and
  - the percentage as set out by the then applicable Legislation.

After the annual out-of-pocket maximum has been reached, the percentage of covered drug expenses payable under this benefit will be 100%.

#### **b) Annual Out-of-Pocket Maximum**

The annual out-of-pocket maximum is the portion of covered drug expenses which must be paid by you and your spouse in a calendar year, before the percentage payable under this benefit will be 100%.

Amounts that will be applied to the annual out-of-pocket maximum are

- i) deductible amounts, and
- ii) the portion of covered drug expenses that is paid by a covered person, when the percentage of covered expenses payable under this benefit is less than 100%.

The annual out-of-pocket maximum for you and your spouse is as stipulated in the Legislation and includes those portions of covered drug expenses paid for your dependent children.

For the purposes of calculating the out-of-pocket maximum for you and your spouse, those portions of covered drug expenses paid for your dependent children will be applied to the person who is closest to reaching the annual out-of-pocket maximum.

#### **c) Deductible**

Deductible amounts (if any) for the drug benefit will apply, until the annual out-of-pocket maximum is reached. Thereafter, the deductible will not apply.

d) **Lifetime Maximums**

Lifetime maximums (if any) for the drug benefit will not apply. Drug coverage provided after the lifetime maximum amount stated under the benefit is reached is subject to the following conditions:

- i) only drugs that are on the RAMQ List are covered, and
- ii) the percentage payable by the Administrator for covered expenses is the percentage as set out by the then applicable Legislation.

e) **Eligible Dependent Children**

Your eligible dependent children who are in full-time attendance at an accredited educational institution will be covered until the later of:

- i) the age specified in this Benefit Booklet (please refer to definition of child in the Explanation of Common Insurance Terms), and
- ii) age 26.

Drug coverage provided for dependent children after the age stated in this Benefit Booklet is subject to the following conditions:

- i) only drugs that are on the RAMQ List are covered, and
- ii) the percentage payable by the Administrator for covered expenses is the percentage as set out by the then applicable Legislation.

f) **Termination Age**

Provided you are otherwise eligible for the drug benefit, the Termination Age (if any) for the drug benefit will not apply. Drug coverage provided after the Termination Age specified under the benefit is subject to the following conditions:

- i) only drugs that are on the RAMQ List are covered,
- ii) the percentage payable by the Administrator for covered expenses is the percentage as stipulated in the then applicable Legislation,
- iii) the Annual Out-of-Pocket Maximum is as stipulated in the then applicable Legislation
- iv) the cost required for the drug coverage is the cost of the Extended Health Care benefit.

***Coverage for drugs that are listed as a covered expense in this Benefit Booklet but are not on the RAMQ List***

Coverage for drugs that are listed as a covered expense under this Benefit but not on the RAMQ List will be subject to all the standard provisions included in this Benefit Booklet.

## Your Group Benefits

---

### Dental Care

**Your Dental Care Benefit is provided directly by British Columbia Institute of Technology. Manulife Financial has been contracted to adjudicate and administer your claims for this benefit following the standard insurance rules and practices. Payment of any eligible claim will be based on the provisions and conditions outlined in this booklet and your employer's Benefit Plan.**

If you or your dependents require any of the dental services specified under Covered Expenses, your Dental Care benefit can provide financial assistance.

Payment of Covered Expenses is subject to any maximum amounts shown below under The Benefit and in the expenses listed under Covered Expenses.

Claim amounts that will be applied to the maximum are the amounts paid after applying the Deductible, Benefit Percentage, and any other applicable provisions.

#### ***The Benefit***

**Deductible** - Nil

**Dental Fee Guide** - Current British Columbia Fee Guide for General Practitioners and Specialists

#### **Benefit Percentage (Co-insurance)**

100% for Level I - Basic Services

100% for Level II - Supplementary Basic Services

65% for Level III - Dentures

65% for Level IV - Major Restorative Services

60% for Level V - Orthodontics

#### **Benefit Maximums**

unlimited for Level I, Level II, Level III and Level IV

\$3,500 per lifetime for Level V

**Termination Age** – Coverage continues until the employee's retirement and as outlined under Termination of Coverage.

#### **Waiting Period**

first day of the month coincident with or following 2 months of continuous service for employees hired on or prior to the 15th day of the month

first day of the month coincident with or following 3 months of continuous service for employees hired after the 15th day of the month

### ***Covered Expenses***

The following expenses are covered if they:

- are incurred for the necessary dental care of a covered person while covered under this benefit
- are incurred for services provided by a dentist, a dental hygienist working within the scope of his license, or a denturist working within the scope of his license
- are reasonable as determined by your employer or Manulife Financial, taking all factors into account
- do not exceed the fees recommended in the Dental Fee Guide, or reasonable and customary charges as determined by your employer or Manulife Financial, if the expenses are not listed in the Dental Fee Guide

### ***Level I - Basic Services***

- complete oral exam, 2 per lifetime
- complete x-rays series or equivalent, one per 3 years
- full-mouth x-rays, one per 2 calendar years
- panoramic x-rays, one per 60 months
- specific exams, 2 per calendar year
- cephalometric x-rays, 2 per 6 months
- study casts, 2 per calendar year
- one unit of light scaling and one unit of polishing, once every 6 months for dependent children under age 19 and once every 9 months for any other person, when the service is performed outside Quebec, or prophylaxis (polishing) once every 6 months for dependent children under age 19 and once every 9 months for any other person, when the service is performed in Quebec
- recall exams, bitewing x-rays, and fluoride treatments, once every 6 months for dependent children under 19 and once every 9 months for any other person
- routine diagnostic and laboratory procedures
- fillings and retentive pins. Replacement fillings are covered provided:
  - the existing filling is at least 12 months old and must be replaced either due to significant breakdown of the existing filling or recurrent decay, or
  - the existing filling is amalgam and there is medical evidence indicating that the patient is allergic to amalgam
- pit and fissure sealants, one per tooth per 2 calendar years
- pre-fabricated full coverage restorations (metal and plastic) Stainless steel crowns are limited to once per tooth in a 60 month period.

## Your Group Benefits

---

- space maintainers (appliances placed for orthodontic purposes are not covered)
- minor surgical procedures and post surgical care
- extractions (including impacted and residual roots)
- consultations, 2 units of time per calendar year
- anaesthesia and conscious sedation
- denture repairs, relines and rebases, only if the expense is incurred later than 3 months after the date of the initial placement of the denture
- injection of antibiotic drugs when administered by a Dentist in conjunction with dental surgery
- nervous/muscular disorders
- metal onlay, composite onlay, porcelain/ceramic onlay (after fillings or the pre-formed crowns). Replacement crowns are covered once every 60 months.

### **Level II - Supplementary Basic Services**

- surgical procedures not included in Level I (excluding implant surgery) Charges for gingival curettage are not covered.
- periodontal services for treatment of diseases of the gums and other supporting tissue of the teeth, including:
  - scaling not covered under Level I, and root planing, up to a combined maximum of 16 units per calendar year
  - provisional splinting
  - occlusal equilibration
- endodontic services which include root canals and therapy, root amputation, apexifications and periapical services
  - root canals and therapy are limited to one initial treatment per lifetime
  - re-treatment is covered

### **Level III – Dentures**

*Note: Only one of the below services is eligible on the same tooth in any 60 month period, combined with all services under Level IV*

- initial provision of full or partial removable dentures
- replacement of removable dentures, provided the dentures are required because:
  - a natural tooth is extracted and the existing appliance cannot be made serviceable
  - the existing appliance is at least 60 months old and cannot be made serviceable, or
  - the existing appliance is temporary and is replaced with the permanent dentures within 12 months of its installation



### **Level IV - Major Restorative Services**

*Note: Only one of the below services is eligible on the same tooth in any 60 month period, combined with all services under Level III*

- crowns when the function of a tooth is impaired due to cuspal or incisal angle damage caused by trauma or decay. Replacement crowns are covered once every 60 months. Temporary crowns are not covered.
- onlays not included in Level I, when the function of a tooth is impaired due to cuspal or incisal angle damage caused by trauma or decay.
- porcelain staining
- inlays
- initial provision of fixed bridgework
- replacement of bridgework, provided the new bridgework is required because:
  - a natural tooth is extracted and the existing appliance cannot be made serviceable
  - the existing appliance is at least 60 months old and cannot be made serviceable, or
  - the existing appliance is temporary and is replaced with the permanent bridge within 12 months of its installation

### **Level V - Orthodontics**

- orthodontic services

### **Pre-Determination of Benefits**

If the cost of any proposed dental treatment is expected to exceed \$500, it is suggested that you submit a detailed treatment plan, available from your dentist, before the treatment begins. You can then be advised of the amount you are entitled to receive under this benefit.

### **Work in Progress When Coverage Terminates**

Covered expenses related to dental treatment that was in progress at the time your dental benefits terminate (for reasons other than termination of the Plan Document or the Dental Care Benefit) are payable, provided the expense is incurred within 31 days after your benefit terminates.

### **Submitting a Claim**

To submit a claim, you and your dentist must complete a Dental Claim form available from your employer.

All claims must be submitted within 12 months after the date the expense was incurred.

### **Subrogation (Third Party Liability)**

If your dental expenses result from an injury caused by another person and you have the legal right to recover damages, the administrator, acting on behalf of your employer may request that you complete a subrogation reimbursement agreement when you submit a claim for such expenses.

## Your Group Benefits

---

On settlement or judgement of your legal action, you will be required to reimburse the administrator, acting on behalf of your employer those amounts you recover which, when added to the payments you received from the administrator, acting on behalf of your employer, exceed 100% of your incurred expenses.

### **Exclusions**

*No Dental Care benefits will be payable for expenses resulting from:*

- a charge, or a portion of a charge, which is eligible for reimbursement under any other part of this Plan, or through a government plan or legally mandated program
- charges which were considered an insured service of any Provincial government plan at the time this Policy was issued and subsequently were modified, suspended or discontinued
- services or supplies which were necessitated either wholly or partly, directly or indirectly as the result of committing, attempting, or provoking an assault or criminal offence, or by a war or act of war (whether declared or undeclared), insurrection or riot, or hostilities of any kind;
- charges for broken appointments, third party examinations, travel to and from appointments, or completion of claim forms
- charges for services or supplies:
  - when there would have been no charge at all in the absence of plan benefit coverage
  - which are received from a medical or dental department maintained by an employer, association or trade union
  - which are performed or provided by the covered person, an Immediate Family Member or a person who lives with the covered person
  - which are not specified as a covered expense under this benefit
- cosmetic treatment, unless this is needed because of an accidental injury which occurred while the person was covered under this Plan
- implants, or any services rendered in conjunction with implants
- any hospital charges for board and room and related services and supplies
- treatment which is not generally recognized by the dental profession as an effective, appropriate and essential form of treatment for the dental condition
- the replacement of removable appliances which are lost, mislaid or stolen
- laboratory fees which exceed Reasonable and Customary charges, as determined by your employer or Manulife Financial
- services or supplies which are not medically necessary to the care of any existing or suspected injury or disease

### Health Care Spending Account

Your benefit program includes a health care spending account, which provides you and your dependents with financial assistance for medical expenses.

### Survivor Extended Benefit

If you die while your dependents are covered under this Group Benefit Program, your employer will continue the Extended Health Care, Dental Care and Health Care Spending Account benefits without requiring any contribution from you, until the earliest of:

- the date your dependent is no longer a dependent, according to the definition of dependent (see Explanation of Commonly Used Terms)
- the date similar coverage is obtained elsewhere
- the date which is the end of the month following the month of your death, or
- the date the Plan Document terminates

### Long Term Disability

**The Long Term Disability Benefit is insured under Manulife Financial's Policy G0039941D.**

If you become Totally Disabled while insured and meet the Entitlement Criteria for this benefit, Manulife Financial will pay a disability benefit.

#### ***Definition of Totally Disabled***

Totally Disabled means a complete inability due to an accident or sickness which prevents you from performing all the duties of:

- your own occupation during the first 2 years of disability
- any occupation:
  - for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above, and
  - for which the current monthly earnings are 75% or more of the current monthly earnings for your own occupation.

The availability of work will not be considered by Manulife Financial in assessing your disability.

If you must hold a government permit or licence to perform the duties of your job, you will not be considered Totally Disabled solely because your permit or licence has been withdrawn or not renewed.

#### ***The Benefit***

**Benefit Amount** - 66.67% of monthly earnings, to a maximum of \$5,000 and a minimum benefit of \$100 or 10% of the gross monthly benefit, whichever is greater

**Non-Evidence Limit** - \$5,000

## Your Group Benefits

---

**Qualifying Period** - 6 months or the period of banked sick leave accumulated prior to age 65, whichever is greater

- Benefits are payable from the end of the Qualifying Period. Benefits are not payable for or during the Qualifying Period.
- You must be receiving regular, ongoing care and treatment from a physician during the Qualifying Period in order for benefits to be payable at the end of the Qualifying Period.

**Maximum Benefit Period** – to the end of the month following attainment of age 65 or prior retirement

**Termination Age** - age 65 less the Qualifying Period, or retirement, whichever is earlier

### **Waiting Period**

first day of the month coincident with or following 2 months of continuous service for employees hired on or prior to the 15th day of the month

first day of the month coincident with or following 3 months of continuous service for employees hired after the 15th day of the month

### **Entitlement Criteria**

To be entitled to disability benefits, you must meet the following criteria:

- you must be continuously Totally Disabled throughout the Qualifying Period. If you cease to be Totally Disabled during this period and then become disabled again within 30 days due to the same or related cause, your Qualifying Period will be extended by the number of days during which you ceased to be Totally Disabled, provided the Qualifying Period is satisfied within 365 days of the date of Total Disability
- Manulife Financial must receive satisfactory medical evidence documenting how your illness or injury causes restrictions or lack of ability, such that you are prevented from performing the essential duties of:
  - your own occupation during the first 2 years of disability, and
  - any occupation:
    - for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above, and
    - for which the current monthly earnings are 75% or more of the current monthly earnings for your own occupation
- you must be receiving from a physician, regular, ongoing care and treatment appropriate for your disabling condition, as determined by Manulife Financial

At any time, Manulife Financial may require you to submit to a medical, psychiatric, psychological, functional, educational and/or vocational examination or evaluation by an examiner selected by Manulife Financial.

### **Periods for Which You are Not Entitled to Benefits**

You are not entitled to benefit payments for any period that you are:

- not receiving from a physician, regular, ongoing care and treatment appropriate for your disabling condition, as determined by Manulife Financial

- receiving Employment Insurance maternity or parental benefits
- on lay-off during which you become Totally Disabled
- on leave of absence during which you become Totally Disabled, unless Manulife Financial is required to pay benefits during this period as a result of legislation, regulation or case law
- receiving wages under an employer-sponsored salary continuance or short term wage loss replacement plan
- residing outside Canada for any period exceeding 90 consecutive days or a total of 180 days in any 365 day period unless:
  - you remain under the regular care of a licensed Physician deemed appropriate by Manulife Financial
  - you have previously notified and received approval in writing from Manulife Financial, and
  - proof of the ongoing Disability can be determined on evidence satisfactory to Manulife Financial within 30 days of request
- working in any occupation, except as provided for under the Rehabilitation Assistance provision

### ***Amount of Disability Benefit Payable***

The amount of disability benefit payable to you is the Benefit Amount shown above reduced by any disability benefits you receive or are entitled to receive from other sources for the same or related disability. The benefit amount payable will be further reduced so that your total income from all sources does not exceed 85% of your pre-disability earnings. In the event you are entitled to any other income as a result of the same injury or illness that caused you to be eligible to receive benefits from the plan, the benefits from the plan will be reduced by one hundred percent (100%) of such other disability income

Other disability income shall include, but not necessarily be limited to:

- any amount payable under the Workers' Compensation Act or Law or any other legislation of similar purpose; and
- any amount you receive from any group insurance, wage continuation or pension plan of the employer that provides disability or retirement income;
- any amount of disability income provided by any compulsory act or law;
- any periodic primary benefit payment from the Canada or Quebec Pension Plans or other similar social security plan of any country to which you are entitled or which you would be entitled if your application for such a benefit were approved; and
- any amount of disability income provided by any group or association disability plan to which you might belong or subscribe.

The amount by which the disability benefit from the plan is reduced by other disability income will normally be the amount to which you are entitled upon becoming first eligible for such other disability income.

## **Your Group Benefits**

---

Notwithstanding the above, in the case of ICBC weekly indemnity payments or, in the case of personal insurance coverage, integration will apply to the extent that the combination of plan benefits and ICBC weekly indemnity payments, or personal insurance disability income benefits exceed either:

- one hundred percent (100%) of basic pay, or
- the applicable benefit percentage of the individual average total monthly income in the twelve (12) month period immediately preceding commencement of the disability, whichever is the greater. Where this provision is to apply you will be required to provide satisfactory evidence of your total monthly income.

This does not apply to a war disability pension paid under an Act of the Governments of Canada or other Commonwealth countries.

### ***Benefit Calculation Rules***

Manulife Financial will apply the following rules in determining your disability benefit:

- benefits payable from other sources which began before the commencement of your current Disability will not be taken into account
- benefits payable from other sources will not be adjusted to take into account any difference between the tax status of those benefits and the benefit payable by Manulife Financial
- subsequent changes in benefits from other sources, other than cost of living increases, will be taken into consideration and a new benefit amount may be established
- benefits payable under individual disability income insurance will not be taken into account
- for benefits payable other than on a monthly basis, a monthly equivalent of such benefit will be estimated by Manulife Financial, and
- if you do not apply for a benefit for which you are eligible, the amount of such benefit will be estimated by Manulife Financial and assumed to be paid

### ***Subrogation***

If your disability is caused by another person and you have a legal right to recover damages, Manulife Financial will request that you complete a subrogation reimbursement agreement when you submit your Long Term Disability claim.

On settlement or judgement of your legal action, you will be required to reimburse Manulife Financial those amounts you recover which, when added to the disability benefits that Manulife Financial paid to you, exceed 100% of your lost income.

### ***Tax Status***

The tax position of any payments you receive under this benefit depends on whether you or your employer pays the cost of the benefit.

If your employer pays a portion or all of the cost, then any disability benefit payments you receive will be taxable. If you pay the full cost of the benefit, then any disability benefit payments you receive will be non-taxable.

### ***Payment of Disability Benefits***

Disability benefit payments will be made bi-weekly in arrears. Any payment for a period of less than two weeks will be made at a daily rate of one-thirtieth of your monthly benefit amount.

### ***Rehabilitation Assistance***

Once Manulife Financial determines that you are Totally Disabled, if appropriate, and at Manulife Financial's discretion, you may be offered rehabilitation to assist you in returning to gainful employment, either to your pre-disability occupation or to another occupation.

## Your Group Benefits

---

In considering whether Rehabilitation Assistance is appropriate for you, Manulife Financial will take into account:

- the nature, extent and expected duration of your disability
- your level of education, training or experience
- the nature, scope, objectives and cost of a Vocational Plan

### - Vocational Plan

A Vocational Plan is a training or job placement program that is expected to facilitate your return to gainful employment.

If it is determined that Rehabilitation Assistance is appropriate for you, in partnership with you, your employer and your doctor, Manulife Financial will provide a structured Vocational Plan that will prepare you for a return to work, either:

- with your employer
- with an alternate employer
- in a self-employed capacity

### - Disability Benefits During Rehabilitation

You will continue to be entitled to disability benefits while participating in the Vocational Plan. Your benefit will be reduced by 25% of the amount you receive as rehabilitation income. Your disability benefit will be further reduced once your total income (your disability benefit plus your earnings) exceeds 85% of your pre-disability gross earnings.

If you cease to participate in the Vocational Plan because of a change in your medical status, Manulife Financial will require medical evidence documenting how your current medical status prevents you from continuing with the Vocational Plan.

If you are not available or do not co-operate or participate in the Vocational Plan, you will no longer be entitled to disability benefits.

### ***Termination of Benefit Payments***

Your disability benefit payments will cease on the earliest of:

- the date you cease to be Totally Disabled, as defined under this benefit
- the date you do not supply Manulife Financial with appropriate medical evidence documenting how your accident or sickness causes a complete inability, such that you are prevented from performing all the duties of:
  - your own occupation during the first 2 years of disability, and
  - any occupation:
    - for which you are qualified, or may reasonably become qualified, by training, education or experience, after the 2 years specified above, and
    - for which the current monthly earnings are 75% or more of the current monthly earnings for your own occupation



- the date you do not attend an examination by an examiner selected by Manulife Financial
- the date on which benefits have been paid up to the Maximum Benefit Period of the end of the month following attainment of age 65 or prior retirement for this benefit
- the date of your death

### ***Recurrent Disability***

If you become Totally Disabled again from the same or related causes within 6 months from the end of the period for which Long Term Disability benefits were paid, Manulife Financial will treat the disability as a continuation of your previous disability.

You will not be required to satisfy the Qualifying Period again. The benefit payable to you will be based on your earnings as at the date of your previous disability. Benefits for all such recurrent disabilities will not be paid for a combined period longer than the Maximum Benefit Period for this benefit.

If the same disability recurs more than 6 months after the end of the period for which benefits were paid, such disability will be considered a separate disability.

Two disabilities which are due to unrelated causes are considered separate disabilities if they are separated by a return to work of longer than one month.

### ***Arbitration***

If you appeal the denial or termination of a Long Term Disability claim, you must submit to your employer a written notice of appeal. The notice must be submitted to Manulife Financial within 6 months of the date of the denial or termination notice.

You may arrange to have your claim reviewed by a Claims Review Committee composed of three Physicians: one designated by you, one by your employer and a third agreed upon by the appointees. The expenses incurred by a Claims Review Committee will be paid by your employer.

Where you have disputed the decision of Manulife Financial and are awaiting the outcome of a review or an appeal, you will be considered to be on a leave of absence without pay during the portion of time you are not receiving pay or benefit allowance. During this time, coverage will be continued.

Should the majority decision of the Claims Review Committee find in your favour, Manulife Financial shall continue your payment of benefits.

If the above provision is in conflict with the applicable law of your province of residence, the provision shall be deemed amended to conform with the minimum requirements of that law.

### ***Waiver of Premium***

The premium for your Long Term Disability benefit will be waived during any period you are entitled to receive Long Term Disability benefit payments.

### ***Submitting a Claim***

To submit a claim, you must complete the Long Term Disability claim form which is available from your Plan Administrator. Your attending physician must also complete a portion of this form.

A completed claim form must be submitted to Manulife Financial within 6 months from the month following the end of the Qualifying Period.

## Your Group Benefits

---

### ***Exclusions***

*No benefits are payable for any disability related to:*

- self-inflicted injuries, unless medical evidence establishes that the injuries are related to a mental health illness
- war, insurrection, rebellion or services in the armed forces of any country after the commencement of this plan
- a pre-existing condition which causes Disability within the first 12 months following your date of hire. A pre-existing condition is any accident, sickness or mental or nervous disorder with respect to which medical treatment, services or supplies were received within 90 days prior to your date of hire.
- voluntary participation in a riot or civil commotion, except while you are in the course of performing the duties of your regular occupation
- pregnancy, childbirth, miscarriage or abortion, except severe complication following termination of pregnancy

