



Weyerhaeuser  
**Weyerhaeuser**  
Former MacMillan  
Bloedel Retirees

*Your Group  
Benefit Plan*

**Lives made *better*.**  
**Organizations made**  
*healthier and stronger.*

Manulife ||| *John Hancock*



# Agenda

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Group Benefits Overview

Plan Member  
Online Services

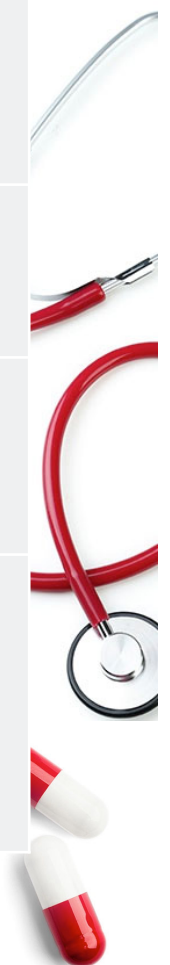
Claim Submission



# Group Benefits Overview

# Extended Health Care

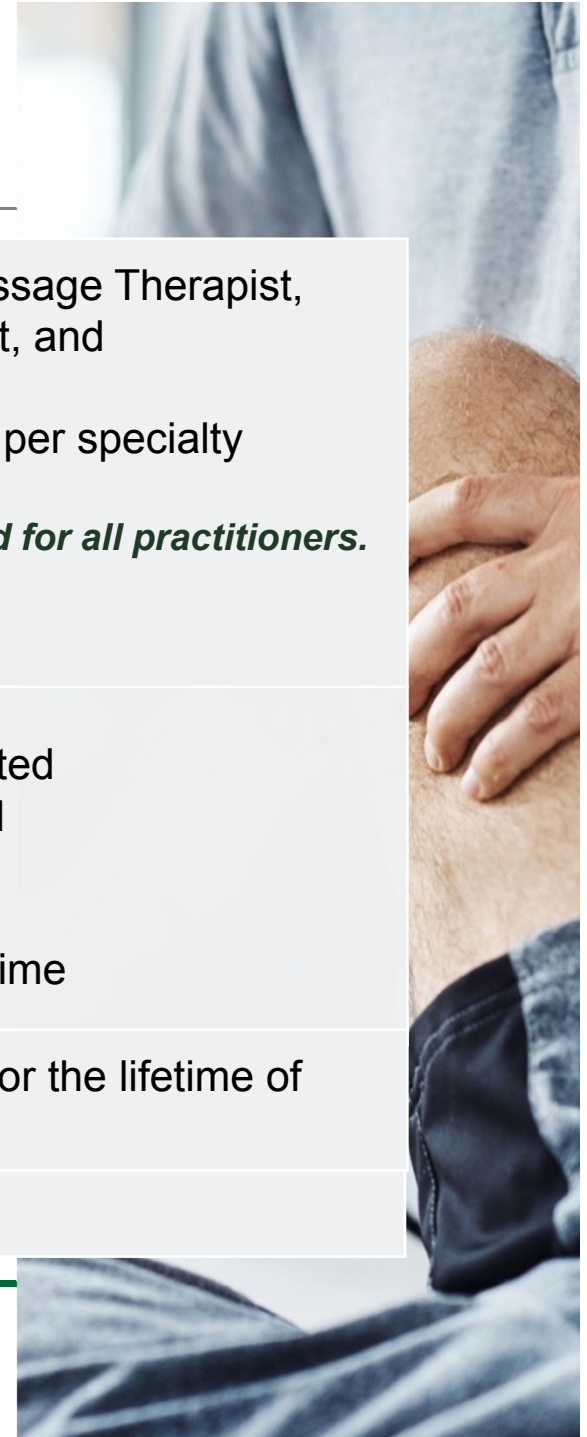
<b>Benefit Percentage</b>	80% of the 1 <sup>st</sup> \$2,000 and 100% thereafter for: <ul style="list-style-type: none"><li>• Hospital Care (private chronic care)</li><li>• Drugs</li><li>• Professional Services</li><li>• Medical Supplies and Services</li></ul> 90% (semi-private and semi-private chronic care)
<b>Deductible</b>	Single \$75 / Family \$125 Applied to prescription drugs, Chronic Care hospital, medical services and supplies, and professional services
<b>Prescription Drugs</b>	Provincial formulary includes anti-smoking drugs (\$300 lifetime) Excludes hospital administered drugs, sexual dysfunction drugs, vaccines, and any drug not approved by Manulife
<b>Out of Country (100% coverage)</b>	Includes Emergency Travel Assistance 90 Day Stability Clause, 6 months maximum travel duration <i>The Benefit Percentage for Out-of-Province/Canada Emergency Medical Treatment is 100%.</i> <i>The Benefit Percentage for Emergency Travel Assistance is 100%.</i>





## Extended Health Care - continued

<b>Paramedical Practitioners</b>	<p>Chiropractor, Naturopath, Massage Therapist, Physiotherapist, Acupuncturist, and Podiatrist/Chiropodist**.</p> <p>Up to \$500 per calendar year per specialty</p> <p><i>Prescription from Dr. is required for all practitioners. Once per lifetime.</i></p> <p>** combined maximum</p>
<b>Medical Services &amp; Supplies</b>	<p>Private Duty Nursing – Unlimited</p> <p>Orthopedic Shoes – Unlimited</p> <p>Surgical Bras - \$150 /CY</p> <p>Stump Socks - \$200 / CY</p> <p>Wigs &amp; Hairpieces - \$500 lifetime</p>
<b>Survivor Extended</b>	<p>Spousal coverage continues for the lifetime of spouse.</p>
<b>Termination Age</b>	<p>None</p>



# BC Pharmacare Formulary

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- **Eligible drugs follow the Provincial Pharmacare Formularies.**
  - In BC, this is the BC Fair Pharmacare Formulary.
  - Drugs requiring Special Authority excluded.
- If a drug is not covered, it is declined. Plan does not pay an equivalent amount for a comparable formulary drug.



# BC Pharmacare Formulary Search

**BRITISH COLUMBIA**

## PharmaCare Formulary Search

Please fill in at least one of the following:

**Generic/Brand Name (Partial names are OK)**

**DIN/PIN/NPN Number**

**Select PharmaCare Plan**

**Select AHFS Therapeutic Classification**


**Select ATC Therapeutic Classification**

**Select Manufacturer**

Give me a summary of the medications that match my search criteria (recommended if you did not enter the DIN/PIN/NPN).

Note: All drugs that PharmaCare covers will be shown. Some drugs that PharmaCare has reviewed but that are not covered may be included. "NB" in the "Maximum PharmaCare Covers" column indicates the drug is not covered.


# BC Pharmacare Newsletter

 BRITISH COLUMBIA

Home > Health > Practitioner & Professional Resources > PharmaCare > PharmaCare Publications >

**PharmaCare Newsletters**

Search the PharmaCare Newsletters

Enter a keyword or phrase to search 

**Subscribe!**

Would you like to receive an e-mail notification when a new PharmaCare Newsletter or PharmaNet Bulletin is posted on our website? Visit our [Subscription Service](#) page for more information.

**2019**

- 19-001: [March 28, 2019 \(PDF\)](#) Includes Benefit Updates

**2018**

- 18-015 [October 30, 2018 \(PDF\)](#) - Includes Benefit Updates
- 18-014 [October 23, 2018 \(PDF\)](#)
- 18-013 [October 4, 2018 \(PDF\)](#) - Includes Benefit Updates
- 18-012 [September 5, 2018 \(PDF\)](#)
- 18-011 [August 21, 2018 \(PDF\)](#) - Includes Benefit Updates
- 18-010 [August 7, 2018 \(PDF\)](#)
- 18-009 [June 12, 2018 \(PDF\)](#) - Includes Benefit Updates

Navigation menu (left):

- Prescribers
- Pharmacies
- Device Providers
- Health Industry Professionals
- PharmaCare Publications
  - PharmaCare Newsletters**
  - Subscription Service
  - PharmaNet Bulletins
  - Patient Information Sheets
  - PharmaCare Policy Manual 2012
- PharmaNet - BC's Drug Information Network
- Resources Related to Drug Programs and Policies in B.C. and Canada



## Customer Service

- **Customer Service is provided from Waterloo, Halifax, Montreal and Manila.**
- **Calls may be routed to any Customer Service Centre based on the call volumes and service standards.**
- **We also offer support in more than 150 languages, all accessible through the number shown on your benefits card**



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# Plan Member Online Services

# Plan Member Online Services

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- Searchable claims history
- Benefit balance accumulators
- Sign up for Direct Deposit
- Online claim submission
- Electronic claims statement
- Printable benefit card
- Booklets, forms and brochures
- "Send-a-note" feature
- Online wellness tools
- Send Documents



**[www.manulife.ca/groupbenefits](http://www.manulife.ca/groupbenefits)**

# Tools & Resources

## - Plan Member Secure Site


Date	Service type	Status	Amount	Date
01 Oct 2016	Paid to pharmacy	PAID	\$100.00	05 Oct 2016
01 Jul 2017	Paid to member	PAID	\$40.00	07 Jul 2017
12 Feb 2017	Paid to member	PAID	\$423.00	10 Feb 2017
13 Jan 2017	Paid to pharmacy	PAID	\$15.00	16 Jan 2017
12 Jan 2017	Paid to member	PAID	\$12.00	17 Jan 2017

### Explore your secure site


- Personalized, easy to navigate
- Quick access on home page
- Submit all claims online
- Find forms and view balances
- View learning centre
- See plan messages

# Plan Member - Email Updates

New e-mail messages help plan members keep track of claims – from beginning to end



**We got your health claim in the mail. We'll email you when we've checked it.**



 **Did you know you can submit any claim online?**

Just sign in and click Submit a claim. You can also use the site to track the status of your online claims.

[Sign in](#)


Questions? Sign in to our site and send us a note. Or call us at 1-800-268-6195.

This is an automated email from Manulife. We can't answer replies to this email.





**We've checked your [claim / claims] and paid [it / them] to [you / your provider].**

<u>For</u>	<u>Claim type</u>	<u>Service date</u>	<u>Submitted</u>	<u>Paid**</u>
John	Massage	May 25 2018	\$90.00	\$75.00
John	Medical Equipment	January 12 2018	\$35.00	\$35.00
Jane	Glasses	December 2 2017	\$478.99	\$250.00
Jane	Prescription	April 3 2018	\$75.98	\$75.98

 **Did you know you can submit any claim online?**


Just sign in and click Submit a claim to submit your next claim online. You can also use the site to track the status of your online claims.

[Sign in](#)

Questions? Sign in to our site and send us a note.

**Notes:**  
\*\*This amount was based on your coverage.  
• This is an automated email from Manulife. We can't answer replies to this email.  
• You can't use this email for another insurance company or income taxes. It doesn't have all the information you'll need. Instead use the full claim statement. You can find that full statement when you sign in to the site.





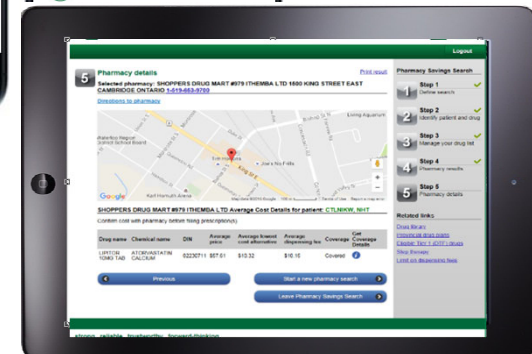
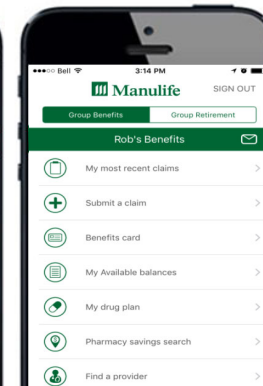
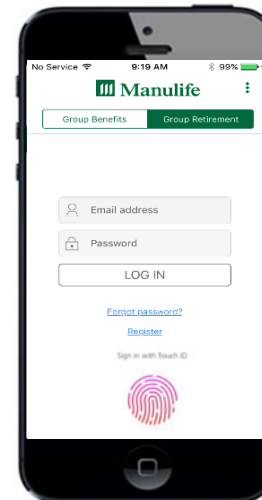
# Tools & Resources

## - Manulife Mobile

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### Access your site on the Manulife Mobile app

- Touch ID login
- iPhone X – facial recognition
- Searchable claims history
- Claims and Coordination of Benefits submission
- Benefit balances
- Message centre
- Digital Benefits card
- My Drug Plan

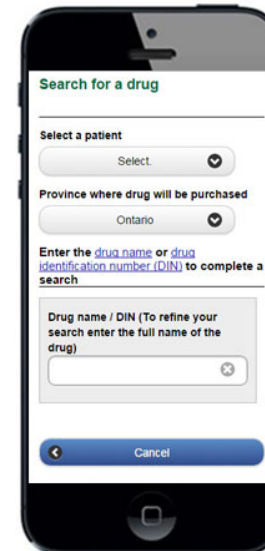


# Tools & Resources

## - My Drug Plan

### Be a wise consumer of Pharmacy benefits

- My Drug Plan
  - Find lower cost alternative drugs, if available
  - Access:
    - Prior Authorization forms
    - Drug library
    - Managed formulary information
    - Ineligible drug lists
    - Links to related resources



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# Claim Submission

**It's easy!**



# Health and Dental Claims Submission Options

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**Provider Electronic Submission (Fastest)**  
Pharmacy, Dental, Paramedical , Vision



**Online / Mobile Submission (Faster)**  
All types of claims



**Paper Submission (Fast)**  
All types of claims



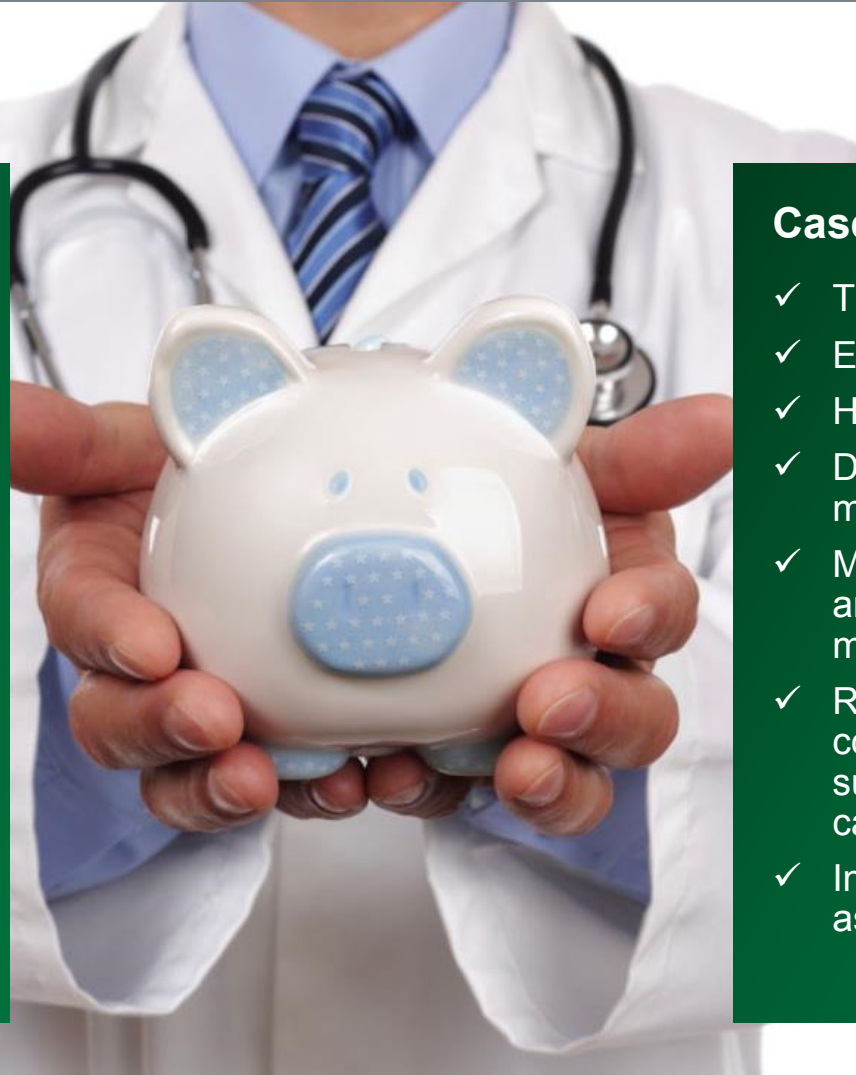
**Emergency Travel Assistance**  
Claims managed by Allianz

# Specialty Drug Care

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## Preferred Pharmacy Network

- ✓ Medication dispensing and delivery
- ✓ Negotiated dispensing fees, mark-ups and a mark-up fee cap



## Case Management

- ✓ Therapy optimization
- ✓ Efficacy testing
- ✓ Health coaching
- ✓ Disease and medication education
- ✓ Medication adherence and side effect management
- ✓ Referral and coordination to supplementary health care services
- ✓ Integration with patient assistance programs



# Provider eClaims Lookup Tool

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<http://events.snwebcastcenter.com/manulife/GBRS/Prod/ProvidereClaims/en/index.html>

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# Coordination of Benefits

**Remember to coordinate your benefits (if applicable!)**

CLAIM IS FOR...	FIRST...	THEN...
<b>You</b> 	submit claim to Manulife	for any unpaid balance, send a copy of your Manulife claim statement and the other insurance company's claim form to the other insurance company for processing.
<b>Your spouse</b> 	submit claim to spouse's insurance company	for any unpaid balance, send a copy of the other insurance company's claim statement with a completed Manulife claim form to us for processing
<b>Your children</b> 	send to the insurance company of the partner who has the earlier birth month and day	submit any balance to the other insurance company.

If your spouse's plan is also with Manulife, Manulife will automatically process coordination of benefits

## Questions & Answers

