



**University of Winnipeg  
Flex Plan  
Faculty Employee**

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# Introduction

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## Welcome!

Manitoba Blue Cross is very pleased to have been selected to provide these benefits.

The information contained in this booklet summarizes the important features of your benefits program; is prepared as information only; and does not, in itself, constitute an agreement. The exact terms and conditions of your group benefits program are described in the Agreement held by your employer.

In the event of any difference between the terms in the booklet and those of the Agreement, the terms of the Agreement shall prevail.

Where legislated, you have the right to request a copy of the following documents:

- Your enrolment form or application for insurance.
- Any written statement or other record, not otherwise part of the application, provided as evidence of insurability.
- You may also request, with reasonable notice, a copy of the Agreement for insured benefits. The first copy will be provided at no cost to you. A fee may be charged for subsequent copies.

All requests for copies of documents should be directed to the Corporate Privacy Officer at [mbcprivacyofficer@mb.bluecross.ca](mailto:mbcprivacyofficer@mb.bluecross.ca) or:

Corporate Privacy Officer  
Manitoba Blue Cross  
PO Box 1046 Stn Main  
Winnipeg MB R3C 2X7

If you require any further information concerning your benefits, contact your Benefits Administrator, or call Manitoba Blue Cross directly at **204.775.0151** or toll-free (within Manitoba) at **1.800.873.2583** or (outside Manitoba but within Canada) at **1.888.596.1032**.

We look forward to serving you!

Your Agreement Numbers are #40604, #95905.

**Issued:** March 2020

# Schedule of Benefits

(Underwritten by Blue Cross Life Insurance Company of Canada)

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## Group Life Insurance

**Class A** - 1 times annual earnings.

**Class B** - 2 times annual earnings.

**Class C** - 3 times annual earnings.

- all amounts of insurance are rounded up to the next higher \$1,000 amount.
- reduces 50% at the Normal Pension Commencement Date.
- coverage terminates at the earlier of retirement or age 70 (first of September following attainment of age 70).
- maximum issue limit - \$500,000

\*For employees on reduced appointment, the amount of Life Benefit will be based on the employee's pre-reduced earnings.

In the event of your death, three grief counselling sessions will be available to your beneficiary or person(s) designated by your beneficiary. Your beneficiary, or their chosen recipient, will have 24 months from submission of death claim to use the benefit.

## Long Term Disability Benefits

### Class A, B, C

Benefits are based on 60% of monthly earnings (not to exceed 85% of pre-disability net earnings) up to a maximum benefit of \$5,000 per month. Benefits commence on the 181st day in the event of accident or sickness and are payable to the employee's Normal Pension Commencement Date, or if the employee has not then received at least 12 monthly benefit payments, to the date on which the employee receives the 12th payment.

- non-evidence limit - \$5,000
- claim payments received are nontaxable benefits.
- benefits terminate at the employee's Normal Pension Commencement Date, or if the employee has not then received at least 12 monthly benefit payments, to the date on which the employee receives the 12th payment.
- coverage for active employees terminates the Normal Pension Commencement Date less the elimination period.

\*For employees on reduced appointment, the amount of Long Term Disability Benefit will be based on the employee's reduced earnings.

All benefits described in this booklet are available to employees of the Group, subject to application by the employee and underwriting approval.

# Flex Plan Options Summary

	Option 1	Option 2	Option 3	Option 4
<b>Health</b>				
Travel Health	100%	100%	100%	100%
Ambulance/ Semi-Private Hospital	100%	100%	100%	100%
<b>Deductible</b>	No Coverage	Drugs Only: Dispensing Fee Deductible	Annual \$25 Single/Couple/Family (not applicable to Vision, Travel, Ambulance or Hospital)	Drugs Only: Dispensing Fee Deductible
<b>Drugs</b>		50%	80%	100%
Drug Card		Yes	No	Yes
<b>Paramedical</b>				
Acupuncture		50% to \$400/year	80% to \$500/ year combined	100% to \$500/year
Athletic Therapy		50% to \$400/year		100% to \$500/year
Chiropractor		50% to \$400/year		100% to \$500/year
Licensed Massage Therapy		50% to \$400/year		100% to \$500/year
Occupational Therapy		50% to \$400/year		100% to \$500/year
Physiotherapy**		50% to \$400/year		100% to \$500/year
Dietician* (Nutritional Counselling)		50% to \$400/year	80% to \$350/year	100% to \$500/year
Podiatrist** (Foot Care)		50% to \$400/year	80% to \$350/year	100% to \$500/year
Clinical Psychologist*		50% to \$400/year	80% to \$350/year	100% to \$500/year
<b>Private Duty Nursing</b>		50% to \$5,000/year	80% to \$3,000/year	100% to \$10,000/year
<b>Accidental Dental</b>		Included	Included	Included
<b>Hearing Aids</b>		50% to \$500/5 years	80% to \$500/5 years	100% to \$500/5 years
<b>Other</b>		50%	80%	100%
<b>Vision</b>				
Eye Exams Eye Wear		50% combined maximum \$350 every 24 months	100% combined maximum \$250 every 24 months	100% combined maximum \$350 every 24 months
<b>Dental</b>				
Basic	No Coverage	50%	80%	100%
Major		50%	60%	75%
Basic/Major Maximum		\$1,600/year combined	\$1,600/year combined	\$2,000/year combined
Orthodontics (Child)		50%	50%	No Coverage
Orthodontics Maximum		\$2,000/lifetime	\$1,600/lifetime	
<b>Health Spending Account</b>				
Annual Allocation (Single/Couple/Family)	\$1,500	\$500	\$350	\$0
<b>Employee Cost</b>				
	No Cost	No Cost	No Cost	Employee Cost

\* prescription required except for The Aurora Family Therapy Centre

\*\* x-rays excluded

# General Provisions

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## Eligible Employees

You are eligible for Plan benefits on the date of employment.

Please refer to (<http://www.uwinnipeg.ca/hr/benefits/eligibility.html>) for eligibility requirements.

You must elect coverage by completing and submitting an application within 31 days of becoming eligible.

- a) Life/Disability Income benefits are effective on the later of the date of eligibility or the date that application is made for group benefits provided you are actively at work on the effective date. If not actively at work when you would normally have become eligible, your coverage will commence when you return to work on a full-time basis.
- b) Health benefits commence on your eligibility date (or the effective date of the group plan).

Participation in all plans is mandatory for all eligible newly-hired employees.

## Eligible Dependents

Dependents are defined as your spouse (as described below), and unmarried, unemployed dependent children including natural, adopted or step-children. Children of a common-law spouse may be covered if they are living with you.

The term "spouse" means the person who is legally married to you, or has continuously resided with you for not less than one full year having been represented as members of a conjugal relationship. At no time will Blue Cross provide coverage for more than one spouse.

Dependent children are eligible for benefits if they are less than 21 years of age or; if 21 years of age but less than 25 years of age they must be attending an accredited educational institution, college or university on a full-time basis.

Unmarried, unemployed children over 21 years of age qualify if they are dependent on you by reason of a mental or physical disability and have been continuously so disabled since the age of 21. Unmarried, unemployed children who become totally disabled while attending an accredited educational institution, college or university on a full-time basis prior to the age of 25 and have been continuously so disabled since that time also qualify as a dependent.

Dependent coverage begins for your eligible dependents on the same date as your coverage, or as soon as they become eligible dependents if added later, provided that dependent benefits were applied for within 31 days of their becoming eligible. If coverage is not applied for within this 31 day period, evidence of health on the dependents may have to be submitted and approved before coverage begins.

## Evidence of Health

Proof of good health is not required if application is made within 31 days of first becoming eligible. If coverage is not applied for within this 31 day period, evidence may be requested for you and your dependents, if any, before benefits commence.

Certain other situations may require the submission of evidence of health before coverage will be approved. These could include benefits in excess of the non-evidence limits, which are indicated in the Schedule of Benefits if applicable, and late reporting of salary changes where benefits are related to earnings. The cost of obtaining evidence of health shall be paid by Blue Cross if you or your dependents apply for coverage within 31 days of becoming eligible.

# General Provisions

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## Termination of Insurance

Coverage for you and your dependents will cease on the earliest of:

- the date you terminate employment.
- the date you cease to be eligible due to retirement, death, leave of absence, age limitation, change in classification, etc.
- the termination date of the Policy/Client Agreement.

## Reporting Changes

You must notify your Human Resources Department within 60 days of change in your own or your dependents' status resulting from marriage, divorce, separation, termination of a conjugal relationship, death, change of residence, birth or legal adoption.

If the change is reported following the expiry of 60 days, such change shall be subject to the then current underwriting practices of Blue Cross.

## Rehabilitation Program

Rehabilitation means a program of medical, employment or vocational rehabilitation and it may consist of:

- any medical care or treatment, diagnostic measures or any medication prescribed, or
- full-time or part-time work or any other employment for an employee whether or not wages are payable, or
- any vocational training or re-training program or period of work for the purpose of rehabilitation.

If you qualify to receive Long Term Disability benefits under this policy you may at any time be required to participate in a rehabilitation program which Blue Cross deems appropriate.

Benefits payable under this policy while you are participating in a rehabilitation program approved by Blue Cross will be coordinated with the Integration of Benefits clauses shown in this booklet.

Refusal to enter, participate or comply with a rehabilitation program deemed appropriate by Blue Cross will result in the termination of Long Term Disability benefit payments.

## Identification Card

Soon after you enroll, you will receive an identification card. This card identifies you and your eligible dependents, and your coverage. Whenever you are claiming benefits from this Plan, be sure to quote your certificate number in the space provided on the claim form.

If you have lost or misplaced your ID card, log on to mybluecross® to print an ID card or request a new card. This new card will be sent to you within five business days.



# Group Life Insurance

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## Death Benefit

The death benefit provides for payment of the amount shown in the Schedule of Benefits to your designated beneficiary.

## Terminal Illness

A special advance payment may be provided if you are suffering from a condition which is expected to result in death within 12 months of your request for such payment. The payment must be requested in writing and will be the lesser of \$50,000 or 50% of your group Basic Life coverage.

## Waiver of Premium

If you become totally disabled prior to your Normal Pension Commencement Date, and remain disabled for a period of 6 months, insurance coverage is continued without payment of premium from the first of the month following the date of disability, provided that proof of total and continuous disability is submitted as required. Blue Cross defines total disability as a state of continuous incapacity, resulting from illness or injury which wholly prevents you from performing the regular duties of any occupation for which you would earn 60% or more of your pre-disability earnings and for which you are reasonably qualified, or may so become, by training, education or experience.

Regular duties are defined as those work related activities which are considered essential to the performance of your occupation and which proportionately take the majority of time to complete.

The availability of such occupations, jobs or work will not be considered while assessing your disability.

The loss of a professional or occupational license or certification does not, in itself, constitute disability.

However, if you are entitled to receive any Long Term Disability benefits under this plan, you will be considered to be totally disabled for the waiver of premium benefit.

In the event you recover from a total disability and become disabled again due to the same or related cause, the second period of disability will be considered a continuation of the first disability; unless, the periods of disability are separated by an interval of at least 6 months during which you returned to work on a permanent basis.

If a period of total disability is considered to be a continuation of a previous total disability, then premiums will be waived without the application of another 6 months of total disability.

## Extension of Insurance

In the event of your death within 31 days following termination of employment, the Group Life Insurance benefit will be paid to your designated beneficiary provided that any Individual Policy issued under the conversion privilege is surrendered.

# Group Life Insurance

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## Conversion Privilege

If you terminate employment prior to your Normal Pension Commencement Date, you may convert to an individual Policy issued by Blue Cross, without evidence of insurability. Written application must be made and the required premium submitted during the 31 day period immediately following the date of termination.

If your Group Life Insurance coverage ceases on or before your Normal Pension Commencement Date because of retirement, termination of employment or termination of membership in a class of employees eligible for insurance under this plan, then you may purchase Individual life insurance in an amount not to exceed the lesser of:

- the total amount of Group Life Insurance for which you were covered in the group plan on the termination date, or
- \$200,000 or the maximum amount prescribed by applicable provincial legislation.

This conversion option also applies to scheduled reductions or termination of coverage which become effective at specified ages.

## Termination of Insurance

All Group Life Insurance will terminate on the earliest of:

- (a) the date that you cease to be eligible for Group Life Insurance under this policy, or
- (b) the date of termination of this provision, or
- (c) the day on which you attain the age limit specified in the Schedule of Benefits, or
- (d) the end of the grace period for which any premium has not been paid in full.

# Long Term Disability Benefits

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Long Term Disability (LTD) plans are designed to provide a monthly income to those employees confronted with loss of income during a lengthy or permanent disability. The amount of benefit and the benefit period are shown in the Schedule of Benefits.

## Total Disability

To be eligible for this benefit, you must be under the continuous care of a physician. Blue Cross defines total disability as:

1. The complete and continuous inability to perform the regular duties of your own occupation as a result of illness or injury during the elimination period and for the following 24 months; and
2. Thereafter, total disability means a state of continuous incapacity, resulting from illness or injury which wholly prevents you from performing the regular duties of any occupation for which you:
  - (a) would earn 75% or more of your pre-disability earnings; and
  - (b) are reasonably qualified, or may so become by training, education or experience.

Regular duties are defined as those work related activities which are considered essential to the performance of your occupation and which proportionately take the majority of time to complete.

The availability of such occupations, jobs or work will not be considered while assessing your disability.

The loss of a professional or occupational license or certification does not, in itself, constitute disability.

## Partial Disability

To be considered partially disabled, you must be deemed totally disabled throughout the elimination period shown in the Schedule of Benefits. If, following the elimination period, you are only capable of returning to the workforce in a reduced capacity, Blue Cross will apply the regular provisions under the Long Term Disability coverage.

## Recurrent Disability

Successive periods of total disability occurring while this coverage is in force will be considered to be one period of total disability as long as you become totally disabled from the same or related causes for which your claim for Long Term Disability was previously approved by Blue Cross and the intervals of total disability have not been separated by a period longer than six months.

If you return to work for a new employer and you are without disability coverage, you may be eligible to claim under this provision as long as your employment with the new employer is part of a return to work program that has been pre-approved by Blue Cross. Your claim for disability benefits cannot be approved under any other plan and you must become totally disabled from the same or related causes within six months of returning to active employment.

## Elimination Period

The benefit elimination period, shown in the Schedule of Benefits, is the period of time which you must wait from the onset of the disability before the insurer begins paying Long Term Disability benefits.

When the disability is not continuous, the days you are disabled may be accumulated to satisfy the elimination period, provided coverage remains in force during the accumulation of the elimination period; no interruption is longer than 30 days; disabilities are due to the same or related causes and each period of total disability is completed within 365 days after the start of the elimination period, or as pre-approved by Blue Cross if longer.

For Continuing Sessional Employees, the period of time during which such Employees are not scheduled to work will not be considered in satisfying the elimination period.

# Long Term Disability Benefits

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## Integration of Benefits

Monthly benefits are coordinated with other income payments to which you become entitled as a result of your current disability. The benefit coordination is applied as follows:

### Direct Offset Plan

A. The amount of monthly income from the Long Term Disability plan is reduced directly by any disability benefits available under the Canada/Quebec Pension Plan (primary benefits only), the Workers' Compensation Act and "income from all other sources".

"Income from all other sources" includes:

- disability benefits available under any other government program,
- retirement benefits provided by any employer or government program,
- income or benefits payable under any group program provided by or through your employer,
- income or benefits payable under a plan sponsored by an association, union or fraternal organization of which you are a member,
- income replacement benefits payable under any plan of automobile insurance, where such reduction is not prohibited by law, and
- wages or remuneration payable from any employer or from self-employment but excluding 50% of earnings received under an approved rehabilitation program as defined below. (For nontaxable plans earnings shall mean gross earnings minus income tax. For taxable plans earnings shall mean gross earnings.)

B. The amount determined in A. above is further reduced if necessary, so that the amount of monthly income, including all amounts of income mentioned in A. above does not exceed 85% of gross earnings on taxable plans, or 85% of net earnings on nontaxable plans, except as provided under a rehabilitation program.

During the period of an approved rehabilitation program, the amount of monthly income as defined above, will be further reduced if necessary, so that the amount of monthly income together with all amounts of income in A. above, including 100% of earnings received from a rehabilitation program, does not exceed 100% of gross earnings on taxable plans, or 100% of net earnings on nontaxable plans.

### Canada/Quebec Pension Plan Freeze

Once the initial Canada/Quebec Pension Plan offset has been established on a Long Term Disability claim, it will not be changed due to cost-of-living adjustments to the Canada/Quebec Pension Plan payments.

# Long Term Disability Benefits

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## Exclusions and Limitations

Long Term Disability benefits will not be payable if disability, illness, injury or accident occurs while participating in or while engaged in any criminal activity, regardless of whether charges are laid or a conviction obtained.

Long Term Disability benefits are also not payable for any of the following:

1. any period of disability during which you are not under appropriate treatment and care of a physician who is a registered medical specialist or health care practitioner in the field of medicine which is applicable to your condition, or
2. any period during which you are not undergoing a course of medical treatment or participating in a program of rehabilitation which is deemed appropriate in the opinion of Blue Cross, or
3. any period during which you are imprisoned, or
4. any disability due to or resulting from insurrection, war (declared or not), or the hostile actions of the armed forces of any country, or the participation in any riot or civil commotion, or
5. any disability during the period:
  - of formal maternity leave taken by you pursuant to provincial or federal law, or pursuant to mutual agreement between you and your employer, or
  - in which employment insurance maternity benefits are being paid or would be paid if you were eligible,whichever is longer, or
6. any period during which you are on leave of absence without pay. If you become disabled while on leave of absence without pay while insured for this benefit, the leave of absence will be deemed to end on the day before the date on which you are scheduled to return to work and the continuous period of disability will commence upon the scheduled date of return to work, or
7. any period, during which you are on leave of absence with pay, including maternity and/or parental leave of absence. If you become disabled while on leave of absence with pay, your continuous period of disability will commence on the date the disability occurred, or
8. any period during which you are absent from Canada due to any reason, unless Blue Cross agrees in writing in advance to pay benefits during the period.

## Waiver of Premium

Any premium due under this benefit while you are totally disabled and qualify for Long Term Disability benefits, will be waived commencing with the first full calendar month following the end of the elimination period. Premiums will be waived until you return to active permanent employment or no longer qualify for benefits.

# Ambulance/Hospital Benefits

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## FLEX OPTIONS 1, 2, 3 & 4

You will be reimbursed 100% of eligible expenses. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

## Summary of Benefits

- **Ambulance Benefits**

Payment of reasonable and customary charges for ambulance services provided within your province of residence, and payment of up to \$250 per trip (based on provincial rates) for ambulance services provided elsewhere.

This includes not only local ambulance services to and from hospital but also long distance ambulance trips for which additional mileage charges are made.

There are no limits on the amount payable within the province or on the number of trips covered.

All "emergency" ambulance trips are covered, and "non-emergency" trips are covered on the prior recommendation of an attending physician if the patient is non-ambulatory (can't walk) and cannot be transported by any means other than ambulance.

Air ambulance allowances will be paid up to the amount equivalent had the services been provided by ground ambulance.

- **Hospital Benefits**

Payment for the charges of a semi-private room in a hospital in your province of residence if the hospital does not normally provide the semi-private room without charge to any patient. Comparable payments towards the cost of semi-private room charges by hospitals elsewhere in Canada.

- **Hostel Accommodation**

Payment of the reasonable and customary per diem charge for hostel accommodation if you require diagnostic testing or treatment, on the recommendation of a physician, at a hospital located more than 60 km from your home, and you are placed in a recognized medical hostel associated with the hospital.

- **Stretcher Service (Medical Van)**

Charges for "non-emergency" transport by a participating stretcher service are covered up to a lifetime maximum of \$250 per person.

## Exclusions and Limitations

- If you are hospitalized prior to the effective date of your coverage, you will not be entitled to benefits until the first of the month following 30 days after your discharge from the hospital.
- Manitoba Blue Cross is not responsible for the availability or provision of any of the services or supplies described herein.
- Manitoba Blue Cross is not responsible for any semi-private/private hospital room charges which in the absence of this or similar coverage would not be charged.

Please also refer to General Exclusions on Page 40 of this booklet.

# Extended Health Benefits

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## FLEX OPTION 2

You will be reimbursed 50% of eligible expenses. Eligible expenses are the usual, customary, and reasonable charges for the following services and supplies required for the treatment of illness or injury.

### Summary of Benefits

- **Accidental Dental Treatment**

Charges for dental treatment resulting from accidental injury to jaw or natural teeth. Treatment must commence within 90 days of the accident and the amount payable by Blue Cross shall be based on the prevailing Fee Guide as issued by the Professional Dental Association in the jurisdiction where such services have been rendered.

- **Acupuncture**

Charges for the services of an acupuncturist to a maximum of \$400 per person per calendar year.

- **Athletic Therapy**

Charges for the services of an athletic therapist to a maximum of \$400 per person per calendar year.

- **Cardiac Rehabilitation**

A lifetime maximum of \$500 for patients with diagnosed cardiac disease requiring the services of a recognized cardiac rehabilitation program when prescribed by the attending physician or nurse practitioner.

- **Chiropractor**

Charges for the services of a chiropractor to a maximum of \$400 per person per calendar year.

- **Clinical Psychology**

Charges for the services of a clinical psychologist when prescribed by a physician or nurse practitioner to a maximum of \$400 per person per calendar year. Includes the services of The Aurora Family Therapy Centre, prescription not required.

- **Drugs** 

You are responsible for the dispensing fee portion of prescription drug expenses.

Dispensing fees on reimbursement claims will be limited to usual, customary and reasonable charges when the dispensing fee amount is not listed on the claim.

#### **For Manitoba Residents**

Charges for drugs or medicines that are eligible with Manitoba Pharmacare, prescribed by a physician or nurse practitioner and dispensed by a pharmacist. The annual maximum amount payable will be governed by the amount of the deductible of Pharmacare or any other government sponsored program.

#### **For Non-Manitoba Residents**

Charges for drugs or medicines which are prescribed by a physician or nurse practitioner and dispensed by a pharmacist. To be considered eligible, these drugs or medicines must be listed in the most current edition of the applicable Provincial Drug Plan Benefits List, or where there is no Provincial Drug Plan Benefits List, in a Drug Plan Benefits List developed by Manitoba Blue Cross. Benefits payable will be integrated with those available from any government Provincial Drug Plan.

- **Foot Care**

Charges for diagnosis and treatment (excluding x-rays) by a podiatrist (foot doctor) and charges for services by a certified foot care nurse to a combined maximum of \$400 per person per calendar year.

- **Glucose Monitors**

Charges for the cost of a flash or continuous glucose monitoring system, including the reader, sensor and transmitter, when prescribed by the attending physician or nurse practitioner to a maximum of \$2,500 per person per calendar year. To be eligible, the person must have Type 1 diabetes or Type 2 diabetes requiring intensive insulin therapy.

# Extended Health Benefits

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- **Hearing Aids**

Charges for the purchase or repair of hearing aids when prescribed by an otologist or audiologist, to a maximum of \$500 per person every 5 calendar years. Charges for regular maintenance, batteries or recharging devices are not eligible expenses.

- **Licensed Massage Therapist**

Charges for the services of a licensed massage therapist to a maximum of \$400 per person per calendar year.

- **Medical Appliances**

Charges for rental, purchase or repair of:

- an iron lung when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.
- a wheelchair, hospital bed, oxygen equipment or respirator when prescribed by the attending physician, nurse practitioner or occupational therapist to a lifetime maximum of \$1,000 per item per person.
- walkers when prescribed by the attending physician, nurse practitioner or occupational therapist.
- other medical equipment when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist or athletic therapist to a lifetime maximum of \$250 per person.

- **Nutritional Counselling**

Charges for the services of a registered dietitian when prescribed by a physician or nurse practitioner to a maximum of \$400 per person per calendar year.

- **Occupational Therapist**

Charges for the services of an occupational therapist to a maximum of \$400 per person per calendar year.

- **Orthopedic Shoes and Modification to Orthopedic Shoes**

Charges for orthopedic shoes custom made from a mould, or stock shoes which are modified (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality. Payment is limited to one pair per person per calendar year.

Charges for orthopedic shoe modifications (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality.

A copy of a prescription from the attending physician, nurse practitioner or podiatrist is required which includes a medical diagnosis and detailed description of the orthopedic shoes and modification(s).

Boots, sandals or sport specific footwear are not eligible.

- **Physiotherapy**

Charges for the services of a physiotherapist for diagnosis and treatment (excluding x-rays) to a maximum of \$400 per person per calendar year.

- **Private Duty Nursing**

Charges for private duty nursing or home visits by a professional registered nurse (not a relative) either in the hospital or home when prescribed by the attending physician or nurse practitioner, to a maximum of \$5,000 per person per calendar year. Visits to the home must be within 12 months following discharge from the hospital and the service must be consistent with the treatment for the condition for which the patient was hospitalized.

- **Prosthetic and Remedial Equipment**

Charges for rental, purchase or repair of:

- casts, canes and crutches.
- artificial limbs and eyes when prescribed by the attending physician or nurse practitioner.
- compression garments when prescribed by the attending physician or nurse practitioner.
- breast prostheses and surgical bras when prescribed by the attending physician or nurse practitioner to a maximum of \$100 per single mastectomy and \$200 per double mastectomy per person per calendar year.
- wigs or hairpieces when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.



# Extended Health Benefits

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- splints, trusses, braces, lumbar-sacro supports, corsets, traction equipment and cervical collars when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist, or athletic therapist.
- **Travel Health Care**  
Charges for medical, surgical and hospital services resulting from accident or illness while travelling out of the province to a maximum of \$2,500 per person per calendar year. **Additional coverage for U.S. or international travel is recommended for those who are no longer eligible for Travel Health as outlined on Page #23.**

## Exclusions and Limitations

Manitoba Blue Cross shall not pay for the following:

- Orthodontic services.
- Any drugs or medicines in excess of a 100-day supply.
- Expenses for services and supplies rendered or prescribed by a person who is ordinarily a resident in the patient's home or who is a close relative of the patient.

Please also refer to General Exclusions on Page 40 of this booklet.

# Extended Health Benefits

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## FLEX OPTION 3

Reimbursement is subject to a deductible of \$25 per certificate per calendar year. The deductible amount will be subtracted from your first claim(s). Once the deductible has been satisfied, you will be reimbursed 80% of eligible expenses. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

## Summary of Benefits

- **Accidental Dental Treatment**

Charges for dental treatment resulting from accidental injury to jaw or natural teeth. Treatment must commence within 90 days of the accident and the amount payable by Blue Cross shall be based on the prevailing Fee Guide as issued by the Professional Dental Association in the jurisdiction where such services have been rendered.

- **Cardiac Rehabilitation**

A lifetime maximum of \$500 for patients with diagnosed cardiac disease requiring the services of a recognized cardiac rehabilitation program when prescribed by the attending physician or nurse practitioner.

- **Clinical Psychology**

Charges for the services of a clinical psychologist when prescribed by a physician or nurse practitioner to a maximum of \$350 per person per calendar year. Includes the services of The Aurora Family Therapy Centre, prescription not required.

- **Drugs**

**For Manitoba Residents**

Charges for drugs or medicines that are eligible with Manitoba Pharmacare, prescribed by a physician or nurse practitioner and dispensed by a pharmacist. The annual maximum amount payable will be governed by the amount of the deductible of Pharmacare or any other government sponsored program.

**For Non-Manitoba Residents**

Charges for drugs or medicines which are prescribed by a physician or nurse practitioner and dispensed by a pharmacist. To be considered eligible, these drugs or medicines must be listed in the most current edition of the applicable Provincial Drug Plan Benefits List, or where there is no Provincial Drug Plan Benefits List, in a Drug Plan Benefits List developed by Manitoba Blue Cross. Benefits payable will be integrated with those available from any government Provincial Drug Plan.

- **Foot Care**

Charges for diagnosis and treatment (excluding x-rays) by a podiatrist (foot doctor) and charges for services by a certified foot care nurse to a combined maximum of \$350 per person per calendar year.

- **Glucose Monitors**

Charges for the cost of a flash or continuous glucose monitoring system, including the reader, sensor and transmitter, when prescribed by the attending physician or nurse practitioner to a maximum of \$2,500 per person per calendar year. To be eligible, the person must have Type 1 diabetes or Type 2 diabetes requiring intensive insulin therapy.

- **Hearing Aids**

Charges for the purchase or repair of hearing aids when prescribed by an otologist or audiologist, to a maximum of \$500 per person every 5 calendar years. Charges for regular maintenance, batteries or recharging devices are not eligible expenses.

# Extended Health Benefits

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- **Medical Appliances**

Charges for rental, purchase or repair of:

- an iron lung when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.
- a wheelchair, hospital bed, oxygen equipment or respirator when prescribed by the attending physician, nurse practitioner or occupational therapist to a lifetime maximum of \$1,000 per item per person.
- walkers when prescribed by the attending physician, nurse practitioner or occupational therapist.
- other medical equipment when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist or athletic therapist to a lifetime maximum of \$250 per person.

- **Nutritional Counselling**

Charges for the services of a registered dietitian when prescribed by a physician or nurse practitioner to a maximum of \$350 per person per calendar year.

- **Orthopedic Shoes and Modification to Orthopedic Shoes**

Charges for orthopedic shoes custom made from a mould, or stock shoes which are modified (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality. Payment is limited to one pair per person per calendar year.

Charges for orthopedic shoe modifications (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality.

A copy of a prescription from the attending physician, nurse practitioner or podiatrist is required which includes a medical diagnosis and detailed description of the orthopedic shoes and modification(s).

Boots, sandals or sport specific footwear are not eligible.

- **Practitioners**

Charges for the services of the following practitioners to a combined maximum benefit payment of \$500 per person per calendar year:

- acupuncturist
- athletic therapist
- chiropractor
- licensed massage therapist
- occupational therapist
- physiotherapist excluding diagnostic x-ray examinations

- **Private Duty Nursing**

Charges for private duty nursing or home visits by a professional registered nurse (not a relative) either in the hospital or home when prescribed by the attending physician or nurse practitioner, to a maximum of \$3,000 per person per calendar year. Visits to the home must be within 12 months following discharge from the hospital and the service must be consistent with the treatment for the condition for which the patient was hospitalized.

- **Prosthetic and Remedial Equipment**

Charges for rental, purchase or repair of:

- casts, canes and crutches.
- artificial limbs and eyes when prescribed by the attending physician or nurse practitioner.
- compression garments when prescribed by the attending physician or nurse practitioner.
- breast prostheses and surgical bras when prescribed by the attending physician or nurse practitioner to a maximum of \$100 per single mastectomy and \$200 per double mastectomy per person per calendar year.
- wigs or hairpieces when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.
- splints, trusses, braces, lumbar-sacro supports, corsets, traction equipment and cervical collars when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist, or athletic therapist.

# Extended Health Benefits

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- **Travel Health Care**

Charges for medical, surgical and hospital services resulting from accident or illness while travelling out of the province to a maximum of \$2,500 per person per calendar year. **Additional coverage for U.S. or international travel is recommended for those who are no longer eligible for Travel Health as outlined on Page #23.**

## Exclusions and Limitations

Manitoba Blue Cross shall not pay for the following:

- Orthodontic services.
- Any drugs or medicines in excess of a 100-day supply.
- Expenses for services and supplies rendered or prescribed by a person who is ordinarily a resident in the patient's home or who is a close relative of the patient.

Please also refer to General Exclusions on Page 40 of this booklet.

# Extended Health Benefits

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## FLEX OPTION 4

You will be reimbursed 100% of eligible expenses. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

## Summary of Benefits

- **Accidental Dental Treatment**

Charges for dental treatment resulting from accidental injury to jaw or natural teeth. Treatment must commence within 90 days of the accident and the amount payable by Blue Cross shall be based on the prevailing Fee Guide as issued by the Professional Dental Association in the jurisdiction where such services have been rendered.

- **Acupuncture**

Charges for the services of an acupuncturist to a maximum of \$500 per person per calendar year.

- **Athletic Therapy**

Charges for the services of an athletic therapist to a maximum of \$500 per person per calendar year.

- **Cardiac Rehabilitation**

A lifetime maximum of \$500 for patients with diagnosed cardiac disease requiring the services of a recognized cardiac rehabilitation program when prescribed by the attending physician or nurse practitioner.

- **Chiropractor**

Charges for the services of a chiropractor to a maximum of \$500 per person per calendar year.

- **Clinical Psychology**

Charges for the services of a clinical psychologist when prescribed by a physician or nurse practitioner to a maximum of \$500 per person per calendar year. Includes the services of The Aurora Family Therapy Centre, prescription not required.

- **Drugs** 

You are responsible for the dispensing fee portion of prescription drug expenses.

Dispensing fees on reimbursement claims will be limited to usual, customary and reasonable charges when the dispensing fee amount is not listed on the claim.

### **For Manitoba Residents**

Charges for drugs or medicines that are eligible with Manitoba Pharmacare, prescribed by a physician or nurse practitioner and dispensed by a pharmacist. The annual maximum amount payable will be governed by the amount of the deductible of Pharmacare or any other government sponsored program.

### **For Non-Manitoba Residents**

Charges for drugs or medicines which are prescribed by a physician or nurse practitioner and dispensed by a pharmacist. To be considered eligible, these drugs or medicines must be listed in the most current edition of the applicable Provincial Drug Plan Benefits List, or where there is no Provincial Drug Plan Benefits List, in a Drug Plan Benefits List developed by Manitoba Blue Cross. Benefits payable will be integrated with those available from any government Provincial Drug Plan.

- **Foot Care**

Charges for diagnosis and treatment (excluding x-rays) by a podiatrist (foot doctor) and charges for services by a certified foot care nurse to a combined maximum of \$500 per person per calendar year.

- **Glucose Monitors**

Charges for the cost of a flash or continuous glucose monitoring system, including the reader, sensor and transmitter, when prescribed by the attending physician or nurse practitioner to a maximum of \$2,500 per person per calendar year. To be eligible, the person must have Type 1 diabetes or Type 2 diabetes requiring intensive insulin therapy.

# Extended Health Benefits

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- **Hearing Aids**

Charges for the purchase or repair of hearing aids when prescribed by an otologist or audiologist, to a maximum of \$500 per person every 5 calendar years. Charges for regular maintenance, batteries or recharging devices are not eligible expenses.

- **Licensed Massage Therapist**

Charges for the services of a licensed massage therapist to a maximum of \$500 per person per calendar year.

- **Medical Appliances**

Charges for rental, purchase or repair of:

- an iron lung when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.
- a wheelchair, hospital bed, oxygen equipment or respirator when prescribed by the attending physician, nurse practitioner or occupational therapist to a lifetime maximum of \$1,000 per item per person.
- walkers when prescribed by the attending physician, nurse practitioner or occupational therapist.
- other medical equipment when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist or athletic therapist to a lifetime maximum of \$250 per person.

- **Nutritional Counselling**

Charges for the services of a registered dietitian when prescribed by a physician or nurse practitioner to a maximum of \$500 per person per calendar year.

- **Occupational Therapist**

Charges for the services of an occupational therapist to a maximum of \$500 per person per calendar year.

- **Orthopedic Shoes and Modification to Orthopedic Shoes**

Charges for orthopedic shoes custom made from a mould, or stock shoes which are modified (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality. Payment is limited to one pair per person per calendar year.

Charges for orthopedic shoe modifications (excluding orthotics or insoles, removable or permanently affixed) to accommodate, relieve or remedy a mechanical foot defect or abnormality.

A copy of a prescription from the attending physician, nurse practitioner or podiatrist is required which includes a medical diagnosis and detailed description of the orthopedic shoes and modification(s).

Boots, sandals or sport specific footwear are not eligible.

- **Physiotherapy**

Charges for the services of a physiotherapist for diagnosis and treatment (excluding x-rays) to a maximum of \$500 per person per calendar year.

- **Private Duty Nursing**

Charges for private duty nursing or home visits by a professional registered nurse (not a relative) either in the hospital or home when prescribed by the attending physician or nurse practitioner, to a maximum of \$10,000 per person per calendar year. Visits to the home must be within 12 months following discharge from the hospital and the service must be consistent with the treatment for the condition for which the patient was hospitalized.

- **Prosthetic and Remedial Equipment**

Charges for rental, purchase or repair of:

- casts, canes and crutches.
- artificial limbs and eyes when prescribed by the attending physician or nurse practitioner.
- compression garments when prescribed by the attending physician or nurse practitioner.
- breast prostheses and surgical bras when prescribed by the attending physician or nurse practitioner to a maximum of \$100 per single mastectomy and \$200 per double mastectomy per person per calendar year.
- wigs or hairpieces when prescribed by the attending physician or nurse practitioner to a lifetime maximum of \$1,000 per person.

# Extended Health Benefits

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- splints, trusses, braces, lumbar-sacro supports, corsets, traction equipment and cervical collars when prescribed by the attending physician, nurse practitioner, occupational therapist, physiotherapist, or athletic therapist.
- **Travel Health Care**  
Charges for medical, surgical and hospital services resulting from accident or illness while travelling out of the province to a maximum of \$2,500 per person per calendar year. **Additional coverage for U.S. or international travel is recommended for those who are no longer eligible for Travel Health as outlined on Page #23.**

## Exclusions and Limitations

Manitoba Blue Cross shall not pay for the following:

- Orthodontic services.
- Any drugs or medicines in excess of a 100-day supply.
- Expenses for services and supplies rendered or prescribed by a person who is ordinarily a resident in the patient's home or who is a close relative of the patient.

Please also refer to General Exclusions on Page 40 of this booklet.

# Vision Care Benefits

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## **FLEX OPTION 2**

You will be reimbursed 50% of eligible vision care expenses, up to a maximum of \$350 per person during any 24 consecutive month period following the actual purchase date of the first Vision Care item or service claimed. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

## **Summary of Benefits**

Eligible expenses include the cost of:

- eyeglasses (frames and/or lenses), replacement glasses and contact lenses when prescribed by a physician, ophthalmologist, or optometrist.
- repairs to existing glasses.
- one eye examination per person during any 24 consecutive month period when rendered by a physician, ophthalmologist or optometrist.
- laser eye surgery including costs for foldable lens implants when performed by an ophthalmologist or physician.

Eligible vision care expenses must be prescribed by a licensed physician, ophthalmologist or optometrist.

## **Exclusions and Limitations**

Manitoba Blue Cross will not pay for the following:

- Charges for fitting of eyeglasses.
- Orthoptics, vision training, subnormal vision aids and aniseikonic lenses.
- Non-corrective sunglasses, photo sensitive or anti-reflective lenses or clip-ons.
- Lenses which do not require a prescription from a physician, ophthalmologist or optometrist.
- Eyeglasses purchased or repairs made for a person other than you or your dependents. The certificate of coverage is not transferable.

Please also refer to General Exclusions on Page 40 of this booklet.



# Vision Care Benefits

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## **FLEX OPTION 3**

You will be reimbursed 100% of eligible vision care expenses, up to a maximum of \$250 per person during any 24 consecutive month period following the actual purchase date of the first Vision Care item or service claimed. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

### **Summary of Benefits**

Eligible expenses include the cost of:

- eyeglasses (frames and/or lenses), replacement glasses and contact lenses when prescribed by a physician, ophthalmologist, or optometrist.
- repairs to existing glasses.
- one eye examination per person during any 24 consecutive month period when rendered by a physician, ophthalmologist or optometrist.
- laser eye surgery including costs for foldable lens implants when performed by an ophthalmologist or physician.

Eligible vision care expenses must be prescribed by a licensed physician, ophthalmologist or optometrist.

### **Exclusions and Limitations**

Manitoba Blue Cross will not pay for the following:

- Charges for fitting of eyeglasses.
- Orthoptics, vision training, subnormal vision aids and aniseikonic lenses.
- Non-corrective sunglasses, photo sensitive or anti-reflective lenses or clip-ons.
- Lenses which do not require a prescription from a physician, ophthalmologist or optometrist.
- Eyeglasses purchased or repairs made for a person other than you or your dependents. The certificate of coverage is not transferable.

Please also refer to General Exclusions on Page 40 of this booklet.

# Vision Care Benefits

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## **FLEX OPTION 4**

You will be reimbursed 100% of eligible vision care expenses, up to a maximum of \$350 per person during any 24 consecutive month period following the actual purchase date of the first Vision Care item or service claimed. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

## **Summary of Benefits**

Eligible expenses include the cost of:

- eyeglasses (frames and/or lenses), replacement glasses and contact lenses when prescribed by a physician, ophthalmologist, or optometrist.
- repairs to existing glasses.
- one eye examination per person during any 24 consecutive month period when rendered by a physician, ophthalmologist or optometrist.
- laser eye surgery including costs for foldable lens implants when performed by an ophthalmologist or physician.

Eligible vision care expenses must be prescribed by a licensed physician, ophthalmologist or optometrist.

## **Exclusions and Limitations**

Manitoba Blue Cross will not pay for the following:

- Charges for fitting of eyeglasses.
- Orthoptics, vision training, subnormal vision aids and aniseikonic lenses.
- Non-corrective sunglasses, photo sensitive or anti-reflective lenses or clip-ons.
- Lenses which do not require a prescription from a physician, ophthalmologist or optometrist.
- Eyeglasses purchased or repairs made for a person other than you or your dependents. The certificate of coverage is not transferable.

Please also refer to General Exclusions on Page 40 of this booklet.

# Travel Health Benefits

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- Travel insurance is designed to cover losses arising from unexpected, sudden or unforeseeable circumstances. It is important that you read and understand your benefit booklet before you travel as your coverage may be subject to certain limitations or exclusions.
- Your policy may not provide coverage for medical conditions and/or symptoms that existed before your trip. Please review your coverage information carefully to see how it may apply to your trip.
- In the event of an accident, injury or sickness, your prior medical history may be reviewed when a claim is made.
- Please review the International Travel Assistance section. You may be required to notify the designated assistance company prior to treatment. Your policy may limit benefits should you not contact the assistance company within a specified time period.

## **Trip maximum details:**

- There is a 90-day maximum on any trip that includes travel outside of Canada.
- No portion of any trip in excess of 90 days that includes travel outside of Canada is eligible for coverage (with the exception of Faculty Members who are on a formal approved sabbatical, who will be covered for up to one year).
- This coverage cannot be extended beyond the 90-day trip limitation. Any extension purchased to extend coverage beyond 90 days will invalidate all coverage for that trip.
- All trips must originate and terminate in your province of residence.

## **Summary of Benefits**

Benefits are payable to a maximum of \$5,000,000 per person per claim to a lifetime maximum of \$5,000,000. In the event of a claim, proof of departure date and return dates will be required.

Although your plan does not include a specific pre-existing condition exclusion please note that your plan does not provide coverage for expenses related to a medical condition for which it was reasonable to expect treatment or hospitalization during your trip.

You are covered for 100% of the expenses listed below:

- **Accidental/Emergency Dental**
  - Dental care to natural teeth when necessitated by a direct accidental blow to the mouth only and not by an object wittingly or unwittingly placed in the mouth. Treatment must be rendered within 180 days following the date of the accident. The maximum amount payable is \$3,000 per accident.
  - Treatment for the emergency relief of dental pain to a maximum of \$300. Services must be rendered outside of your province of residence. A letter from the attending dentist must be presented indicating treatment was necessary to relieve acute dental pain not present before date of departure.
- **Ambulance Services**
  - Ambulance service from the place of illness or accident to the nearest hospital capable of providing appropriate treatment.
  - Economy air transportation by stretcher to your home city in Canada if you have received treatment at a hospital as an in-patient.
- **Blood and Blood Plasma**

Blood and blood plasma if not available free of charge.
- **Board and Lodging**

Additional expenses incurred for board and lodging by a relative or friend remaining with you during your hospitalization as an in-patient. To be eligible for coverage, the relative or friend must be travelling with you and also be covered by a Blue Cross Travel Health Plan. Only expenses incurred after the termination date of your trip are eligible.
- **Dependent Escort**

Additional cost of return economy airfare for an escort to accompany your children (up to 18 years of age) to their province of residence in the event you are air evacuated to Canada for medical reasons.

# Travel Health Benefits

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- **Drugs or Medicines**

Drugs or medicines which are prescribed by a physician and dispensed by a licensed pharmacist, excluding vitamins and vitamin preparations, over the counter drugs, or patent and proprietary medicines available without a written prescription from a physician.

- **Emergency Remote Evacuation**

Emergency evacuation by a commercial operator licensed to convey passengers from a mountain, body of water or other remote location to the nearest qualified medical facility capable of providing appropriate treatment when a regular ambulance cannot be used to a maximum of \$5,000 per person.

- **Hospital In-patient Allowance**

An allowance of \$40 per day for each day you are hospitalized as an in-patient. Maximum coverage \$1,000.

- **Hospital Services**

- Hospital in-patient and out-patient services and supplies.
- Medical and surgical services by a legally qualified physician. Charges for services rendered in connection with general examinations, chronic or on-going care, or for check-up or cosmetic purposes are not eligible expenses.

- **Medical Evacuation**

- Subject to the discretion of Blue Cross, medical evacuation to a hospital in the patient's province of residence if the evacuation is not harmful to the patient's health. Prior approval must be obtained from Blue Cross.
- Additional cost, if any, of the most direct return (economy) air travel from the place where you were hospitalized as an in-patient to your home city in Canada, including the cost of return economy air travel for a graduate professional nurse where nursing care is required during the flight home. This benefit must be supported by a letter from the attending physician as medically necessary. This coverage also applies to your family (spouse and dependent children) or one travelling companion who is covered by a Blue Cross Travel Health Plan and is travelling with you at the time of illness or accident.

- **Paramedical**

- Physiotherapy when provided in a hospital.
- Chiropractic and/or a podiatrist services. A letter from the attending physician must be presented indicating treatment was for acute rather than chronic care is required for claim submission.

- **Private Duty Nursing**

Private duty nursing care during or immediately following hospitalization as an in-patient. The services must have been recommended by the attending physician and the nurse must not be a relative of the patient.

- **Repatriation Benefit**

In the event of loss of life, up to \$7,500 towards the cost of transporting the deceased to their home city in Canada (including cost of preparation and standard transportation container), or up to \$5,000 for cremation or burial at place of death.

- **Replacement of Eyeglasses or Contact Lenses**

Repair or replacement of prescription eyeglasses or contact lens or lenses due to accident or injury to a maximum of \$100 provided that the injury was treated by a physician or dentist.

- **Return of Pet/Vet Charges**

- Cost of returning your accompanying pet to your home city in Canada to a maximum of \$500 per pet, in the event you are confined in hospital for at least three days outside of your province of residence.
- Coverage for emergency veterinary care due to unexpected injury of your pet to a maximum of \$200 per pet.

- **Return of Vehicle**

Charges of up to \$4,000 towards the cost of the return of your private or rental vehicle used for the trip, to your place of residence, or nearest rental agency, in the event you are unable to drive the vehicle.

# Travel Health Benefits

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- **Transportation to Bedside/Identify Deceased**

- Transportation to your bedside for your spouse or any one family member to be with you while confined in hospital as an in-patient for at least three days outside of your province of residence. This benefit must be supported by the written verification of the attending physician that your medical condition was serious enough to require the visit. Transportation will also be allowed for a family member travelling to identify the deceased prior to release of the body, if required by law. Coverage includes round-trip economy airfare on a commercial flight via the most direct cost effective route from Canada to the place where illness or accident occurred.
- Commercial accommodations and meals for a person travelling to your bedside or travelling to identify a deceased family member to a combined maximum of \$200 per day to a maximum of \$2,500.

# Travel Health Benefits

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## International Travel Assistance

How do you find good medical care when you are faced with an emergency in a foreign country? You may not speak the language, you may be incapacitated and you will most likely not know where to get professional care. Through your Group Plan you now have assistance for all of these problems.

Our international travel assistance service offers 24-hour worldwide assistance to travellers in emergency medical situations. Insured travellers, physicians or hospitals should contact the international travel assistance provider immediately in the following medical situations:

- You are hospitalized or about to be hospitalized.
- You need assistance in locating the proper medical care nearest you.
- Insurance verification is required (this may be confirmed by the physician/hospital through our international travel assistance provider directly).
- You are involved in an accident requiring medical treatment.
- You have a medical problem and require translation service.
- Emergency evacuation is deemed medically necessary (arrangements will be made through our international travel assistance provider).
- Any serious medical problem arises.

Be prepared to give the name of the person covered, the client and certificate number and a description of the problem.

## International Travel Assistance Toll Free Telephone Numbers

In Canada and United States, call toll free 1.866.601.2583.

In all other countries, or if you have any difficulties with the toll free number, call collect 0.204.775.2583.

The international travel assistance toll free telephone numbers are located on the back of your identification card for your convenience.

For general inquiries call Manitoba Blue Cross at 204.775.0151 or toll free (within Manitoba only) 1.800.USE.BLUE (1.800.873.2583), (outside Manitoba, but within Canada) 1.888.596.1032.

Contact our international travel assistance service immediately for benefits verification and procedures.

Neither Manitoba Blue Cross, University of Winnipeg nor the international travel assistance provider shall be responsible for the availability, quality or results of any medical treatment or the failure of the covered person to obtain medical treatment.

It is recommended that International Travel Assistance be contacted in all situations where medical services are required.

# Travel Health Benefits

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## Exclusions and Limitations

The following are not eligible:

- Retired employees (including all dependents).
- Employees not actively at work. Actively at work means actively performing all of your duties at the regular place of business of your employer other than while on usual vacation or an approved leave. Please refer to <http://www.uwinnipeg.ca/hr/benefits/eligibility.html> for eligibility requirements.
- Dependents of employees not actively at work as defined above.
- Students in full-time attendance at a learning institution outside of Canada.
- Coverage terminates the first day of September following employee's 70th birthday (including all dependents or any surviving spouse).
- Any person travelling against medical advice.
- Any medical condition relating to childbirth and/or delivery, in the event that any portion of travel outside your province of residence falls after the 31st week of gestation.
- A medical condition for which it was reasonable to expect treatment or hospitalization during the trip.
- Any treatment or surgery which is not for emergency treatment.
- Any person travelling for the purpose of securing or with the intent of receiving medical or hospital services whether or not such trip is taken on the advice of a physician.
- Any treatment or surgery which is not required for the immediate relief of acute pain or suffering or which reasonably could have been delayed (on medical evidence) until the patient returned to their province of residence.
- Any medical condition that occurs or recurs after Blue Cross or the international travel assistance provider recommends returning home to Canada following emergency treatment and you choose not to return.
- Any medical condition resulting from non-compliance with any prescribed medical therapy or medical treatment or failure to carry out a physician's or health care practitioner's instruction.
- Any trip in excess of 90 days duration that includes travel outside of Canada. This coverage cannot be extended (with the exception of Faculty Members who are on a formal approved sabbatical, who will be covered for up to one year). Any extension purchased through Blue Cross or another carrier to extend coverage beyond the 90-day limitation will invalidate all coverage for that trip.
- Blue Cross reserves the right to return the patient to his province of residence in an appropriate mode of transportation subject to agreement by the international travel assistance provider and the attending physician that such transportation would not be harmful to the patient's health. The refusal by the patient or the patient's family to be returned will absolve Blue Cross of any claim liability.
- To be eligible the medical or hospital benefits covered under Travel Health must have been provided at the nearest facility capable of providing adequate service at the time of illness or Accident.
- Only charges incurred while the employee is outside the boundaries of his province of residence shall be considered eligible expenses under Travel Health.
- All Travel Health benefits described herein shall be considered eligible only on submission of certification by the attending physician that the services were for emergency treatment.
- In the event of a claim, proof of Departure Date and return dates will be required. It is the responsibility of the employee to provide such proof to Blue Cross. (Airline tickets, passport stamps, boarding passes, travel itineraries and dated receipts are examples of acceptable proof.)

Please also refer to General Exclusions on Page 40 of this booklet.

# Dental Benefits

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## FLEX OPTION 2

Dental services are subject to a maximum of \$1,600 per person per calendar year. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

You will be reimbursed:

- 50% of eligible expenses for "Basic" dental services, and
- 50% of eligible expenses for "Major" dental services, and
- 50% of eligible expenses for "Orthodontics" (braces) for dependent children under 17 years of age. Orthodontic benefits are subject to a lifetime maximum of \$2,000 per child.

Benefit payments are based on the Dental Fee Guide, excluding the Manitoba Northern Fee Guide, established by the provincial Dental Association in your home province which is in effect at the time the services are provided.

## Basic Services Covered

- 1. Diagnostic:**
  - Complete examination once every 3 calendar years.
  - Recall or oral examinations twice in each calendar year.
  - Periapical x-rays.
  - Complete series of x-rays, panorex and cephalometric x-rays once every 2 calendar years if necessary.
- 2. Preventive:**
  - 1 unit of polishing twice in each calendar year.
  - Topical application of fluoride. Up to 2 applications in each calendar year.
  - Space maintainers (except when used for orthodontic purposes).
- 3. Extractions:**
  - Uncomplicated procedures for the removal of teeth which are beyond restoration.
- 4. Restorative:**
  - Fillings made of amalgams, silicates, plastics and synthetic porcelains.
  - Repair of damaged dentures. Adding teeth to existing dentures. Relining or rebasing the dentures is limited to once every 3 calendar years.
- 5. Accidental injury:**
  - Major and orthodontic dental services as a result of an accident, to a maximum of \$1,000 per person per calendar year. Treatment must commence within 90 days of the accident.
- 6. Endodontics:**
  - The usual procedures required for pulpal therapy and root canal filling.
- 7. Periodontics:**
  - The usual procedures for treatment of the diseases of the tissues and bones supporting the teeth.
- 8. Oral surgery:**
  - Complicated surgical procedures performed in the dentist's office including post-operative care.
- 9. Anesthesia:**
  - General anesthesia or nitrous oxide analgesia administered in the dentist's office.



# Dental Benefits

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## Major Services Covered

### 1. Extensive restorations:

- Inlays and onlays (one per tooth every 5 calendar years).
- Jackets, crowns and bridges to rebuild and replace missing teeth. (Only one procedure per tooth every 5 calendar years.)
- Note: Please refer to number 5 of "Exclusions and Limitations".

### 2. Prosthetic:

- Partial or complete upper and lower dentures, provided by a dentist or licensed denturist. Each procedure limited to once every 5 calendar years. Allowances include all adjustments.

## Orthodontics

Orthodontic services normally specify an initial fee, and monthly or quarterly fees for on-going treatment. You will receive reimbursement towards the initial fee, and on-going services as they are received. You will not be reimbursed in advance for orthodontic services not yet received.

## Pre-Treatment Authorization

The pre-authorization requirement has been established primarily to protect you, by having possible misunderstandings resolved before expensive dental work is carried out.

If the cost of all treatments planned is expected to exceed \$500, Manitoba Blue Cross must approve the work in advance. After listing the work planned, your dentist will submit your claim form, with supporting x-rays, directly to Manitoba Blue Cross. A notice of assessment will be issued to you and your dentist.

## Importance of the Fee Guide

Benefits paid by the plan are based on a specific dental fee guide established by your provincial Dental Association. While they are not required to do so, the majority of dentists charge according to the rates set out in the fee guide.

When going to a dentist for the first time, it is suggested that you inquire about how they set the rates before any work is carried out. If the dentist charges more than the fee guide, you will be responsible for the excess. In no event will the plan pay more than the dentist's actual charge.

# Dental Benefits

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## Exclusions and Limitations

Manitoba Blue Cross will not pay for the following:

1. Congenital malformations i.e. cleft palate prosthesis.
2. Fees arising out of extra services arranged for privately between the patient and dentist.
3. Oral hygiene instruction and plaque control programs.
4. Charges for appliances which have been lost, broken or stolen.
5. Gold, crown, fixed bridge, veneers or other extensive treatment when another material or procedure would have been a reasonable substitute consistent with generally accepted dental practice. Where a reasonable substitute was possible, the covered expense would be that of the customary substitute.
6. Separate charges for general anesthesia except in connection with office procedures as specified in your plan.
7. Bleaching of teeth.
8. Root canal on a permanent tooth more than once per lifetime per tooth.
9. Snoring or sleep apnea appliances.
10. Charges for treatment other than by a dentist, except for treatment performed in a dental office under the supervision and direction of a dentist by personnel duly licensed or certified to perform such treatment under applicable professional statutes and regulations.
11. Diagnostic photographs.
12. Precision attachments.
13. Hypnosis and dental psychotherapy.
14. Provision for facilities in connection with general anesthesia.
15. Polishing restorations.
16. Any procedure in connection with forensic dental.
17. Orthodontic services for orthodontic treatment rendered to eligible dependents who begin treatment after their 17th birthday.

Please also refer to General Exclusions on Page 40 of this booklet.

# Dental Benefits

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## FLEX OPTION 3

Dental services are subject to a maximum of \$1,600 per person per calendar year. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

You will be reimbursed:

- 80% of eligible expenses for "Basic" dental services, and
- 60% of eligible expenses for "Major" dental services, and
- 50% of eligible expenses for "Orthodontics" (braces) for dependent children under 17 years of age. Orthodontic benefits are subject to a lifetime maximum of \$1,600 per child.

Benefit payments are based on the Dental Fee Guide, excluding the Manitoba Northern Fee Guide, established by the provincial Dental Association in your home province which is in effect at the time the services are provided.

## Basic Services Covered

- 1. Diagnostic:**
  - Complete examination, once every 3 calendar years.
  - Recall or oral examinations twice in each calendar year.
  - Periapical x-rays.
  - Complete series of x-rays, panorex and cephalometric x-rays once every 2 calendar years if necessary.
- 2. Preventive:**
  - 1 unit of polishing, twice in each calendar year.
  - Topical application of fluoride. Up to 2 applications in each calendar year.
  - Space maintainers (except when used for orthodontic purposes).
- 3. Extractions:**
  - Uncomplicated procedures for the removal of teeth which are beyond restoration.
- 4. Restorative:**
  - Fillings made of amalgams, silicates, plastics and synthetic porcelains.
  - Repair of damaged dentures. Adding teeth to existing dentures. Relining or rebasing the dentures is limited to once every 3 calendar years.
- 5. Accidental injury:**
  - Major and orthodontic dental services as a result of an accident, to a maximum of \$1,000 per person per calendar year. Treatment must commence within 90 days of the accident.
- 6. Endodontics:**
  - The usual procedures required for pulpal therapy and root canal filling.
- 7. Periodontics:**
  - The usual procedures for treatment of the diseases of the tissues and bones supporting the teeth.
- 8. Oral surgery:**
  - Complicated surgical procedures performed in the dentist's office including post-operative care.
- 9. Anesthesia:**
  - General anesthesia or nitrous oxide analgesia administered in the dentist's office.

# Dental Benefits

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## Major Services Covered

### 1. Extensive restorations:

- Inlays and onlays (one per tooth every 5 calendar years).
- Jackets, crowns and bridges to rebuild and replace missing teeth. (Only one procedure per tooth every 5 calendar years.)
- Note: Please refer to number 5 of "Exclusions and Limitations".

### 2. Prosthetic:

- Partial or complete upper and lower dentures, provided by a dentist or licensed denturist. Each procedure limited to once every 5 calendar years. Allowances include all adjustments.

## Orthodontics

Orthodontic services normally specify an initial fee, and monthly or quarterly fees for on-going treatment. You will receive reimbursement towards the initial fee, and on-going services as they are received. You will not be reimbursed in advance for orthodontic services not yet received.

## Pre-Treatment Authorization

The pre-authorization requirement has been established primarily to protect you, by having possible misunderstandings resolved before expensive dental work is carried out.

If the cost of all treatments planned is expected to exceed \$500, Manitoba Blue Cross must approve the work in advance. After listing the work planned, your dentist will submit your claim form, with supporting x-rays, directly to Manitoba Blue Cross. A notice of assessment will be issued to you and your dentist.

## Importance of the Fee Guide

Benefits paid by the plan are based on a specific dental fee guide established by your provincial Dental Association. While they are not required to do so, the majority of dentists charge according to the rates set out in the fee guide.

When going to a dentist for the first time, it is suggested that you inquire about how they set the rates before any work is carried out. If the dentist charges more than the fee guide, you will be responsible for the excess. In no event will the plan pay more than the dentist's actual charge.

# Dental Benefits

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## Exclusions and Limitations

Manitoba Blue Cross will not pay for the following:

1. Congenital malformations i.e. cleft palate prosthesis.
2. Fees arising out of extra services arranged for privately between the patient and dentist.
3. Oral hygiene instruction and plaque control programs.
4. Charges for appliances which have been lost, broken or stolen.
5. Gold, crown, fixed bridge, veneers or other extensive treatment when another material or procedure would have been a reasonable substitute consistent with generally accepted dental practice. Where a reasonable substitute was possible, the covered expense would be that of the customary substitute.
6. Separate charges for general anesthesia except in connection with office procedures as specified in your plan.
7. Bleaching of teeth.
8. Root canal on a permanent tooth more than once per lifetime per tooth.
9. Snoring or sleep apnea appliances.
10. Charges for treatment other than by a dentist, except for treatment performed in a dental office under the supervision and direction of a dentist by personnel duly licensed or certified to perform such treatment under applicable professional statutes and regulations.
11. Diagnostic photographs.
12. Precision attachments.
13. Hypnosis and dental psychotherapy.
14. Provision for facilities in connection with general anesthesia.
15. Polishing restorations.
16. Any procedure in connection with forensic dental.
17. Orthodontic services for orthodontic treatment rendered to eligible dependents who begin treatment after their 17th birthday.

Please also refer to General Exclusions on Page 40 of this booklet.

# Dental Benefits

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## FLEX OPTION 4

Dental services are subject to a maximum of \$2,000 per person per calendar year. Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

You will be reimbursed:

- 100% of eligible expenses for "Basic" dental services, and
- 75% of eligible expenses for "Major" dental services.

Benefit payments are based on the Dental Fee Guide, excluding the Manitoba Northern Fee Guide, established by the provincial Dental Association in your home province which is in effect at the time the services are provided.

## Basic Services Covered

- 1. Diagnostic:**
  - Complete examination once every 3 calendar years.
  - Recall or oral examinations twice in each calendar year.
  - Periapical x-rays.
  - Complete series of x-rays, panorex and cephalometric x-rays once every 2 calendar years if necessary.
- 2. Preventive:**
  - 1 unit of polishing twice in each calendar year.
  - Topical application of fluoride. Up to 2 applications in each calendar year.
  - Space maintainers (except when used for orthodontic purposes).
- 3. Extractions:**
  - Uncomplicated procedures for the removal of teeth which are beyond restoration.
- 4. Restorative:**
  - Fillings made of amalgams, silicates, plastics and synthetic porcelains.
  - Repair of damaged dentures. Adding teeth to existing dentures. Relining or rebasing the dentures is limited to once every 3 calendar years.
- 5. Accidental injury:**
  - Major and orthodontic dental services as a result of an accident, to a maximum of \$1,000 per person per calendar year. Treatment must commence within 90 days of the accident.
- 6. Endodontics:**
  - The usual procedures required for pulpal therapy and root canal filling.
- 7. Periodontics:**
  - The usual procedures for treatment of the diseases of the tissues and bones supporting the teeth.
- 8. Oral surgery:**
  - Complicated surgical procedures performed in the dentist's office including post-operative care.
- 9. Anesthesia:**
  - General anesthesia or nitrous oxide analgesia administered in the dentist's office.

# Dental Benefits

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## Major Services Covered

### 1. Extensive restorations:

- Inlays and onlays (one per tooth every 5 calendar years).
- Jackets, crowns and bridges to rebuild and replace missing teeth. (Only one procedure per tooth every 5 calendar years.)
- Note: Please refer to number 5 of "Exclusions and Limitations".

### 2. Prosthetic:

- Partial or complete upper and lower dentures, provided by a dentist or licensed denturist. Each procedure limited to once every 5 calendar years. Allowances include all adjustments.

## Pre-Treatment Authorization

The pre-authorization requirement has been established primarily to protect you, by having possible misunderstandings resolved before expensive dental work is carried out.

If the cost of all treatments planned is expected to exceed \$500, Manitoba Blue Cross must approve the work in advance. After listing the work planned, your dentist will submit your claim form, with supporting x-rays, directly to Manitoba Blue Cross. A notice of assessment will be issued to you and your dentist.

## Importance of the Fee Guide

Benefits paid by the plan are based on a specific dental fee guide established by your provincial Dental Association. While they are not required to do so, the majority of dentists charge according to the rates set out in the fee guide.

When going to a dentist for the first time, it is suggested that you inquire about how they set the rates before any work is carried out. If the dentist charges more than the fee guide, you will be responsible for the excess. In no event will the plan pay more than the dentist's actual charge.

# Dental Benefits

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## Exclusions and Limitations

Manitoba Blue Cross will not pay for the following:

1. Congenital malformations i.e. cleft palate prosthesis.
2. Fees arising out of extra services arranged for privately between the patient and dentist.
3. Oral hygiene instruction and plaque control programs.
4. Charges for appliances which have been lost, broken or stolen.
5. Gold, crown, fixed bridge, veneers or other extensive treatment when another material or procedure would have been a reasonable substitute consistent with generally accepted dental practice. Where a reasonable substitute was possible, the covered expense would be that of the customary substitute.
6. Separate charges for general anesthesia except in connection with office procedures as specified in your plan.
7. Bleaching of teeth.
8. Root canal on a permanent tooth more than once per lifetime per tooth.
9. Snoring or sleep apnea appliances.
10. Charges for treatment other than by a dentist, except for treatment performed in a dental office under the supervision and direction of a dentist by personnel duly licensed or certified to perform such treatment under applicable professional statutes and regulations.
11. Diagnostic photographs.
12. Precision attachments.
13. Hypnosis and dental psychotherapy.
14. Provision for facilities in connection with general anesthesia.
15. Polishing restorations.
16. Any procedure in connection with forensic dental.
17. Orthodontic Services.

Please also refer to General Exclusions on Page 40 of this booklet.



# Health Spending Account

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## **FLEX OPTION 1 EMPLOYEE**

The Health Spending Account is a convenient way to receive reimbursement for any incurred health and dental expenses considered tax deductible by the Canada Revenue Agency, including deductibles, co-payment amounts, or balances not fully covered by your plan.

On January 1st of each year your personal Health Spending Account will be credited with \$1,500 benefit dollars. These benefit dollars can be used to pay for any eligible expense for yourself, or your dependents who are eligible under your basic plan.

Health and dental claims will be paid through your basic plan first. If you are not covered under any other health or dental plan(s), Manitoba Blue Cross will automatically reimburse remaining balances through your Health Spending Account when you reach the minimum payment threshold, or with payment of a health or dental claim.

If you are covered under any other health or dental plan(s), benefits must be coordinated before they can be processed under your Health Spending Account. If both plans are with Manitoba Blue Cross, benefits will be automatically coordinated and forwarded to your Health Spending Account. If you have unpaid balances with another carrier, please submit an Explanation of Benefits statement from that carrier, along with a Health Spending Account claim form, so we may add these outstanding expenses to your account.

Expenses that are only eligible under the Health Spending Account may be submitted with your receipts on a completed Health Spending Account claim form.

Claims will be paid upon the accumulation of \$50 in expenses with payment of a health or dental claim, or at the end of the benefit year, which runs from January 1st to the last day of December if you have not reached \$50.

If you have unused credits at the end of the year, there is a 60 day claims limitation period which allows for any prior year's eligible expenses to be claimed. Any prior year's credits remaining after this time period will be forfeited. If your eligible expenses in any year are greater than the benefit dollars credited to you, the excess will be carried forward into the next benefit year. NOTE: Expenses cannot be carried forward more than one benefit year.

# Health Spending Account

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## **FLEX OPTION 2 EMPLOYEE**

The Health Spending Account is a convenient way to receive reimbursement for any incurred health and dental expenses considered tax deductible by the Canada Revenue Agency, including deductibles, co-payment amounts, or balances not fully covered by your plan.

On January 1st of each year your personal Health Spending Account will be credited with \$500 benefit dollars. These benefit dollars can be used to pay for any eligible expense for yourself, or your dependents who are eligible under your basic plan.

Health and dental claims will be paid through your basic plan first. If you are not covered under any other health or dental plan(s), Manitoba Blue Cross will automatically reimburse remaining balances through your Health Spending Account when you reach the minimum payment threshold, or with payment of a health or dental claim.

If you are covered under any other health or dental plan(s), benefits must be coordinated before they can be processed under your Health Spending Account. If both plans are with Manitoba Blue Cross, benefits will be automatically coordinated and forwarded to your Health Spending Account. If you have unpaid balances with another carrier, please submit an Explanation of Benefits statement from that carrier, along with a Health Spending Account claim form, so we may add these outstanding expenses to your account.

Expenses that are only eligible under the Health Spending Account may be submitted with your receipts on a completed Health Spending Account claim form.

Claims will be paid upon the accumulation of \$50 in expenses with payment of a health or dental claim, or at the end of the benefit year, which runs from January 1st to the last day of December if you have not reached \$50.

If you have unused credits at the end of the year, there is a 60 day claims limitation period which allows for any prior year's eligible expenses to be claimed. Any prior year's credits remaining after this time period will be forfeited. If your eligible expenses in any year are greater than the benefit dollars credited to you, the excess will be carried forward into the next benefit year. NOTE: Expenses cannot be carried forward more than one benefit year.

# Health Spending Account

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## **FLEX OPTION 3 EMPLOYEE**

The Health Spending Account is a convenient way to receive reimbursement for any incurred health and dental expenses considered tax deductible by the Canada Revenue Agency, including deductibles, co-payment amounts, or balances not fully covered by your plan.

On January 1st of each year your personal Health Spending Account will be credited with \$350 benefit dollars. These benefit dollars can be used to pay for any eligible expense for yourself, or your dependents who are eligible under your basic plan.

Health and dental claims will be paid through your basic plan first. If you are not covered under any other health or dental plan(s), Manitoba Blue Cross will automatically reimburse remaining balances through your Health Spending Account when you reach the minimum payment threshold, or with payment of a health or dental claim.

If you are covered under any other health or dental plan(s), benefits must be coordinated before they can be processed under your Health Spending Account. If both plans are with Manitoba Blue Cross, benefits will be automatically coordinated and forwarded to your Health Spending Account. If you have unpaid balances with another carrier, please submit an Explanation of Benefits statement from that carrier, along with a Health Spending Account claim form, so we may add these outstanding expenses to your account.

Expenses that are only eligible under the Health Spending Account may be submitted with your receipts on a completed Health Spending Account claim form.

Claims will be paid upon the accumulation of \$50 in expenses with payment of a health or dental claim, or at the end of the benefit year, which runs from January 1st to the last day of December if you have not reached \$50.

If you have unused credits at the end of the year, there is a 60 day claims limitation period which allows for any prior year's eligible expenses to be claimed. Any prior year's credits remaining after this time period will be forfeited. If your eligible expenses in any year are greater than the benefit dollars credited to you, the excess will be carried forward into the next benefit year. NOTE: Expenses cannot be carried forward more than one benefit year.

# General Exclusions

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Manitoba Blue Cross will not pay for the following:

- Any services or supplies received unless the person is covered by the government health plan in their home province.
- Services and supplies the person is entitled to without charge by law or for which a charge is made only because the person has coverage under a plan.
- Services or supplies not listed as covered expenses.
- Services related to the treatment of Temporo-Mandibular Joint dysfunction.
- Services and supplies for cosmetic purposes.
- Services provided for elective medical or surgical treatment.
- Dental implants.
- Charges for completing claim forms or missed appointments.
- Services covered or provided through Workers' Compensation legislation, any government agency or a liable third party.
- Charges for services provided prior to the effective date of coverage.
- Services in the nature of mileage or travelling time or detention time of any provider of services hereunder.
- Services due to riot, civil commotion, war, invasion, act of foreign enemy, hostilities by any armed force (whether war is declared or not), civil war, rebellion, revolution, or insurrection.
- Services rendered in connection with general health examinations for check-up purposes; or in the nature of a rest cure or travel for health; or for travel undertaken for the purpose of seeking medical attention; or for cosmetic purposes.
- Services rendered by a provider who is not an approved provider as determined by Blue Cross.
- Reimbursement is subject to reasonable and customary charges for eligible health services, up to the maximum, where applicable.

# Claiming Benefits

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The following procedures should be followed in the event of a claim:

## Life and Disability Benefits

Claim forms can be obtained directly from your employer/plan administrator or from Case Management Services at Manitoba Blue Cross.

Certain portions of the forms are to be completed by the claimant/member, the employer and the attending physician. Completed forms and supporting information should be sent directly to Case Management Services for processing.

For Group Life, and Waiver of Premium benefits, a completed claim and written proof must be provided as soon as reasonably possible after the loss and in no event later than one year of the date of loss.

For Long Term Disability benefit, a completed Application for Benefits and supporting medical information (proof of claim) must be provided within 90 days following the end of the applicable elimination period. An Application for Benefits consists of three forms: Employee's Statement, Attending Physician's Statement and Employer's Statement.

**Claim forms for the following benefits are available through your Human Resources Department or on our website at:**

**[www.mb.bluecross.ca](http://www.mb.bluecross.ca)**

Please retain your "Statement of Benefits" for income tax purposes as original medical receipts will not be returned.

**Note:** Claims for all benefits listed below more than 24 months after date(s) services are provided, are not eligible. Every action or proceeding against an insurer (i.e. the Company) for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act.

## Ambulance/Hospital Benefits

Ambulance and hospital services are provided by presenting your Manitoba Blue Cross identification card, no further action is necessary.

If you are required to pay for these services, submit the itemized receipt for reimbursement.

## Prescription Drugs (Option 3)

It will be necessary for you to pay for your prescription drugs and submit a claim for reimbursement. You have the option of submitting your claim via Online Claims Submission in mybluecross® or by submitting a paper claim.

Online Claims Submission allows you to send your drug claims to Manitoba Blue Cross electronically from the convenience of your home. Claim payments will automatically be deposited into your bank account through Direct Deposit in 2-3 business days. You can access Online Claims Submission by logging into or registering for mybluecross®. You will need to make sure you are signed up for Direct Deposit as well.

Online claims are subject to random audits. If this is the case, you will be required to submit your receipts to Manitoba Blue Cross within 30 days. Even if your claim is accepted without an audit, we ask that you retain your receipts for a year in case we require this documentation.

# Claiming Benefits

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## Prescription Drugs **BLUE NET** (Available in Option 2 & 4)

Prescription drug benefits are available through the BlueNet system. When you make a drug purchase, present your BlueNet identification card to the pharmacist at the participating pharmacy. The pharmacist will enter your contract information along with the details of the drug purchase and within seconds your claim will be processed. Any portion of your purchase that is eligible under your plan will be paid directly to the pharmacy by Manitoba Blue Cross.

If your pharmacy does not participate in or if your option does not include the BlueNet system, it will be necessary for you to pay for your prescription drugs and submit a claim for reimbursement. You have the option of submitting your claim online via Online Claims Submission in mybluecross® or by submitting a paper claim.

Online Claims Submission allows you to send your drug claims to Manitoba Blue Cross electronically from the convenience of your home. Claim payments will automatically be deposited into your bank account through Direct Deposit in 2-3 business days. You can access Online Claims Submission by logging into or registering for mybluecross®. You will need to make sure you are signed up for Direct Deposit as well.

Online claims are subject to random audits. If this is the case, you will be required to submit your receipts to Manitoba Blue Cross within 30 days. Even if your claim is accepted without an audit, we ask that you retain your receipts for a year in case we require this documentation.

## Extended Health Benefits

Claims for other eligible expenses under your Extended Health Benefits must be submitted with a completed health benefits claim form and include itemized receipts and required documentation i.e.: doctor's prescription, referral, provincial plan statement.

## Vision Care Benefits

Claims for eligible vision care expenses must be submitted to Manitoba Blue Cross for reimbursement. You have the option of submitting your claims online via Online Claims Submission in mybluecross® or by submitting a completed health benefits claim form with itemized receipts from the dispensing optometrist or optician.

Before mailing your claim, please ensure that you have:

- 1) identified yourself with your client and certificate number (shown on your Identification Card).
- 2) signed the claim form.

## Travel Health Benefits

In the event of a claim, proof of departure date and return date will be required. It is your responsibility to provide such proof to Manitoba Blue Cross. (Airline tickets, passport stamps, boarding passes, travel itineraries and dated receipts are examples of acceptable proof.)

## For expenses incurred within Canada

Present your original receipts or statements to your provincial health plan. Upon receipt of payment from the provincial health plan, submit a copy of your receipts and your provincial health plan statement of payment directly to Manitoba Blue Cross with a completed travel health claim form (available on Manitoba Blue Cross website).

## For expenses incurred outside of Canada

Submit all original itemized bills/receipts to Manitoba Blue Cross together with a signed travel health claim form and out-of-country medical and hospital services form (available on Manitoba Blue Cross website). Payment will be coordinated with Manitoba Health.

# Claiming Benefits

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## Dental Benefits

1. Obtain a dental claim form from Manitoba Blue Cross' website or your Human Resources Department. (A separate claim form is required for each member of your family obtaining dental services.) Present the dental claim form to your dentist on the first appointment.
2. Following the examination, the dentist will discuss a proposed course of treatment and possibly book follow-up appointments. If the cost of treatment exceeds \$500, or if treatment consists of major dental services (crowns, bridges, orthodontics, etc.) the dentist will have to submit a completed claim form to Manitoba Blue Cross for approval prior to treatment being started. If the treatment cost is less than \$500 or is for basic dental services, the dentist will retain the claim form until the course of treatment has been completed.
3. Your dentist has the option of billing Manitoba Blue Cross directly, or continuing to bill you. Please inquire at the beginning of treatment how billing will be made. If your dentist chooses to seek payment directly from Manitoba Blue Cross, it will not be necessary for you to submit the claim. You will be asked to sign the benefits over to the dentist, where indicated on the claim form.

## Health Spending Account (Option 1, 2 & 3)

Your health and dental claims will be paid through your basic plan first. If you are not covered under any other health or dental plan(s), Manitoba Blue Cross will automatically reimburse remaining balances through your Health Spending Account when you reach the minimum payment threshold, or with payment of a health or dental claim.

If you are covered under any other health or dental plan(s), benefits must be coordinated before they can be processed under your Health Spending Account. If both plans are with Manitoba Blue Cross, benefits will be automatically coordinated and forwarded to your Health Spending Account. If you have unpaid balances with another carrier, please submit an Explanation of Benefits statement from that carrier, along with a Health Spending Account claim form, so we may add these outstanding expenses to your account.

Expenses that are only eligible under the Health Spending Account can be submitted with your receipts on a completed Health Spending Account claim form.

Claims will be paid upon the accumulation of \$50 in expenses, with payment of a health or dental claim, or at the end of the benefit year, which runs from January 1st to December 31st, if you have not reached \$50.

If you have unused credits at the end of the year, there is a 60 day claims limitation period which allows for any prior year's eligible expenses to be claimed. Any prior year's credits remaining after this time period will be forfeited. If your eligible expenses in any year are greater than the benefit dollars credited to you, the excess will be carried forward into the next benefit year. **NOTE:** Expenses cannot be carried forward more than one benefit year.

# Coordination of Benefits

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Coordination of benefits is available when both spouses in a family have health and/or dental benefits provided by their places of employment, or through retiree or individual plans.

Under the "Coordination of Benefits" provision, you are entitled to claim benefits from both plans, as long as the total benefits received do not exceed the actual expenses incurred.

If the services are provided to you, then Manitoba Blue Cross would be the "primary" carrier and would pay benefits first. The other insurer would then be responsible for any unpaid eligible expenses.

If the services are provided to your spouse, then their insurer would be the "primary" carrier and would pay benefits first. Your spouse should submit the claim form to their insurer. After receiving payment, any unpaid eligible expenses can be submitted to Manitoba Blue Cross with a completed Manitoba Blue Cross claim form (including your certificate number) and the statement of benefits paid or denied from the other insurer.

If the services are provided to a dependent child, the plan of the covered person with the earlier month and day of birth would be the "primary" carrier. The claim would then be processed according to the procedures listed above.

## **In single custody situations**

The plan that will pay benefits for your dependent children will be determined in the following order:

- The plan of the parent with custody of the child,
- The plan of the spouse of the parent with custody of the child,
- The plan of the parent without custody of the child,
- The plan of the spouse of the parent without custody of the child.

## **In joint custody situations**

The plan that will pay benefits for your dependent children will be determined in the following order:

- The plan of the parent with the earliest month and day of birth,
- The plan of the other parent,
- The plan of the spouse of the parent with the earliest month and day of birth,
- The plan of the spouse of the other parent.

## **Other scenarios**

If you are covered by an employer and an individual policy, the individual plan may be considered second payer to coverage available under your group plan.

If you are covered by a group and retiree plan, claims should be submitted to your group plan first as your retiree plan is considered second payer.

**Please Note:** Health Spending Account Plans are payers of last resort. All other coverage should be exhausted prior to submission under a Health Spending Account.

Claims should not be submitted to Manitoba Blue Cross when another company is the primary carrier and your dependent(s) is/are covered by another company. In cases where there is an unpaid balance on a claim paid by another company, Manitoba Blue Cross will process the remaining balance. Please remember to include a copy of the payment summary, or explanation of benefits issued by the other company with your claim so that the unpaid balance may be processed for reimbursement of up to 100% of the value of the claim.



## Access Your Plan in One Easy Step!

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### Get Quick Access to:

- **My Claims:**
  - Submit a claim
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  - Access coverage information
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  - Change your email password and security question
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Plus, with mybluecross® you'll also gain exclusive access to My Good Health® (our online health resource) and Blue Advantage® (our national discount program).

### How to Register:

- Visit [www.mb.bluecross.ca](http://www.mb.bluecross.ca)
- Click on **Register** at the top right corner of any page
- Enter your ID card information and verify your account

The protection of information is very important to us at Manitoba Blue Cross. You can be assured all your information is kept safe and confidential.

For more information please call Manitoba Blue Cross at 204.775.0151 or toll free at 1.800.USE.BLUE (873.2583).