

CUPE EWBT Benefits Transition – Process Q & A

1. Eligible member has errors in their information

In some cases, OTIP was not provided with accurate member information from the school board, or that information was not processed correctly in OTIP’s benefits administration system.

Current challenge	How it is being resolved	Messages for your members
<p>Annual earnings information is wrong</p> <p>The annual earnings information is not processing correctly, impacting member’s life insurance amounts and potentially the premium share amount the member sees on the screen when they complete their online enrolment.</p> <p>This means that members logging into OTIP’s benefit administration system may see incorrect information in regards to their salaries, their life insurance and their premium share making it difficult to choose optional life coverage or understand their share of the benefits premium.</p>	<p>Durham, York and Dufferin-Peel</p> <p>Issue has been reported to OTIP, and OTIP is working with the boards to correct the errors as quickly as possible. It is expected that the issue will be corrected by the end of the week (February 18).</p> <p>Given the potential incorrect premium share and life insurance amounts, members might choose to wait until Tuesday, February 20 to complete their enrolment to ensure they have the right coverage for themselves and their families.</p> <p>Toronto (small group within local)</p> <p>Issue has been reported to OTIP, and OTIP is working with the boards to correct the errors as quickly as possible. OTIP is in the process of sourcing the corrected data from the board, and expects the issue resolved within the next week and a half (February 23).</p> <p>Members impacted by this issue might choose to wait until Monday, February 26 to complete their enrolment to ensure they have the right coverage for themselves and their families.</p>	<ul style="list-style-type: none"> • All eligible claims incurred on or after March 1 will be paid. • Rest assured, your information will be corrected in OTIP’s system once the updated information is processed, and as such your life insurance and premium amounts will also be corrected to reflect your current annual salaries. • Durham, York and Dufferin-Peel – While any errors in life insurance or premium share will be corrected once the updated information is processed correctly, you may wish to wait until Tuesday, February 20 to complete your enrolment if you would prefer. • Toronto – While any errors in life insurance or premium share will be corrected once the updated information is processed correctly, you may wish to wait until Monday, February 26 to complete your enrolment if you would prefer.

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Current challenge	How it is being resolved	Messages for your members
<p>Member’s hire date is incorrect</p> <p>A member’s hire date is incorrect in OTIP’s benefits administration system.</p> <p>The date that members are currently seeing is a system date and/or the last date of change and does not reflect their true date of hire.</p> <p>This information has no impact on member’s benefits eligibility and/or funding.</p>	<p>Issue has been reported to OTIP.</p> <p>As this has no impact on benefits eligibility or a member’s share of the monthly premium cost, members should continue to complete their benefits enrolment as soon as possible.</p>	<ul style="list-style-type: none"> • The date that you are currently seeing is a system date and/or the last date of change and does not reflect your true date of hire – you can disregard this date. Please note that this has no impact to your benefits eligibility or your share of the monthly premium cost. • Completing your enrolment as soon as possible will ensure you and your family members have the coverage required. • Your seniority level remains at the board level and is not reflective of the hire date that you are seeing in the OTIP system.
<p>Member’s personal information is incorrect</p> <p>A member’s personal information including their name, address, and/or board email address is incorrect.</p>	<p>It is the member’s responsibility to report an error or update their personal information with their board.</p> <p>The board will then correct the information in their HRIS system and provide the updated member information to OTIP. This information will then be reflected in OTIP’s benefits administration system.</p> <p>Please note, the process to correct this information can take up to three weeks during the transition process, and is therefore often not immediately reflected in OTIP’s benefits administration system after the member corrects the information with their board.</p> <p>To ensure members receive their benefits card after completing their enrolment, OTIP will</p>	<ul style="list-style-type: none"> • If you have identified an error with your name, address and/or board email address, please notify your board so that they can update your file and provide this information to OTIP. • You will not be able to change this information during the enrolment process, but this should not stop you from completing your enrolment. • OTIP is currently taking address updates over the phone. This is a process change in place until April 1 to support updates to the Great-West Life system and ultimately the

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	<p>accept address changes over the phone until April 1. However, members must also change this information with their board in order for the update to remain in OTIP and GWL's systems.</p>	<p>benefits card mailing. You still have to update this information with your board, however, to ensure it isn't overwritten once a new HRIS file is received by OTIP.</p> <ul style="list-style-type: none"> Any other incorrect information will be corrected in OTIP's system once the updated information is received from your board. However, it will take time for the correct information to be reflected in OTIP's system, especially during the initial transition.
<p>Member is seeing only dental coverage on Great-West Life's GroupNet site.</p>	<p>Great-West Life's site will be live on March 1. Once the site is live, the member's correct coverage will show.</p> <p>The coverage that members are seeing prior to March 1 on GroupNet is a placeholder.</p>	<ul style="list-style-type: none"> Great-West Life's GroupNet site will be live on March 1. Until that time, the dental coverage you see is simply a placeholder. Your correct coverage selections will show on March 1.

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2. Eligible member has not received benefits information from OTIP

There are various circumstances where an eligible member may not receive anything from OTIP regarding the CUPE EWBT benefits plan, or they will only have received a welcome kit but not an enrolment email.

Current challenge	How it is being resolved	Messages for your members
<p>Member did not receive anything from OTIP</p> <p>This generally means that it was determined that the individual was ineligible for benefits, but there may be exceptions.</p> <p>It is possible that an eligible member may not have been included in the information from the board; therefore, the member did not receive a welcome kit or an enrolment email.</p> <p>In addition, the member will not have their coverage information pre-populated in OTIP's system and will be required to select their benefits coverage once they receive an invitation to enrol.</p> <p>*Note – if a member is on leave, they would have had their enrolment information emailed to their board address, as well as mailed to their home address on file.</p>	<p>Issue gets reported to OTIP.</p> <p>Eligible members who have not yet received their enrolment email by February 19 are encouraged to call us at 1-866-783-6847.</p> <p>OTIP will advocate on the member's behalf to the board to fix any data errors and get them loaded onto our benefits administration system as soon as possible. Once in OTIP's system, they will receive an enrolment email. A welcome kit can also be mailed out to this member or sent electronically via email. Members can view the welcome kits online at www.cupe-ewbt.ca.</p>	<ul style="list-style-type: none"> • All eligible CUPE members who enrol will have coverage beginning on March 1, and all eligible claims on or after March 1 will be paid. • If you have not received an enrolment email by February 19, please contact OTIP at 1-866-783-6847. • If you are a member on leave, you can check both your board email address, as well as your home mail delivery for your enrolment information. If you have not received an enrolment email/letter by February 19, please contact OTIP at 1-866-783-6847. • If you are eligible for benefits and you need to make a claim before this issue is corrected, please save your receipts which can be submitted to Great-West Life after you have completed your enrolment. All eligible claims incurred on or after March 1 can be processed by Great-West Life. • Once the issue has been corrected, you will receive a communication inviting you to enrol in the plan and following your enrolment, you will receive a benefits card within 10 business days. Eligible claims incurred on or after March 1 can be submitted for reimbursement.


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3. Eligible member would like to make changes after enrolment is complete

We understand members may want to change their benefits coverage once their enrolment is completed. The enrolment process is designed to be a one-time process. Once the member has completed their enrolment, their choices/coverage can only be changed by an OTIP Benefits Services Representative.

Current challenge	How it is being resolved	Messages for your members
<p>Member completed enrolment and would like to make a change or addition.</p> <p>The member has completed their enrolment but would like to make a change to their benefits coverage and is unable to do so.</p> <p>Member completed their enrolment and accidentally made an error in selection.</p>	<p>If a member makes a choice in error or changes their mind after completing enrolment, the only way to reverse this is by calling OTIP.</p> <p>OTIP is able to reverse the event allowing the member to start over.</p> <p>In the future, if a life event takes place such as marriage, birth of a child, etc., the member is able to make changes to their benefits coverage.</p> <p>*Members have until March 8 to review their coverage and make any changes before the March 15 premium share withdrawal. Any changes that take place after this date and/or affect the premium share will be reflected on the April withdrawal.</p> <p>Please note the current best time to contact OTIP is Monday-Friday between 1 – 4 p.m. As additional members call in during this time, call wait times may increase.</p>	<ul style="list-style-type: none"> • Please review all coverage choices prior to completing your enrolment. • If an error was made when completing your benefits coverage, please contact OTIP at 1-866-783-6847. An OTIP Benefits Services Representative will reverse your selections and you will be able to log back in and make changes. • Please note that this process may take several days.
<p>After completing enrolment, the member is seeing an error message reading “No coverage on file. Please complete your</p>	<p>As coverage is not active until March 1, the member does not currently have coverage.</p> <p>If the member calls OTIP, the Benefits Services</p>	<ul style="list-style-type: none"> • Please ensure you have completed your enrolment. If you have completed your enrolment, the error message is accurate as your benefits

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<p>enrolment.”</p>	<p>Representative will navigate the member to the error page and explain what they see.</p> 	<p>coverage does not begin until March 1.</p> <ul style="list-style-type: none"> • You can tell that your enrolment is complete by the four check marks in the View Coverage History page: <refer to image> • After completing your enrolment, if you made an error in selections, please contact OTIP.
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4. Eligible member should have received 3x annual earnings (2x basic life and 1x supplemental life)

Members should have received 3x annual earnings (2x basic life and 1x supplemental life). OTIP has identified two incidents in which members’ coverages only show 2x earnings and no supplemental life. OTIP is investigating. Timeline needs to be determined.

Current challenge	How it is being resolved	Messages for your members
<p>Member will only see 2x earnings and no supplemental life.</p> <p>During enrolment, the member may identify that they are missing supplemental life.</p>	<p>OTIP is reviewing the specific reported issues and the data received to identify discrepancies.</p> <p>To ensure supplemental life is added to their benefits or for assistance with calculations, members can contact OTIP at 1-866-783-6847.</p> <p>In most cases, the correct data is in place for members (2x basic life and 1x supplemental).</p>	<p>These appear to be isolated issues; therefore, no systemic issue has been identified at this time.</p> <p>To ensure supplemental life is added to their benefits, for assistance with calculations or general inquiries about supplemental life, members can contact OTIP at 1-866-783-6847.</p>