

April 14, 2025

NDT Industry Health Benefit and Pension Plans

The Board of Trustees is pleased to advise members that, as of **May 1, 2025**, they have selected The McAteer Group to be the new Health Benefit and Pension Plan administrator. Here are some important highlights:

GreenShield Canada

As of May 1, 2025, GreenShield Canada ("GSC") will replace TELUS as the provider for payment of Health Plan claims. GSC will provide a new Web App and Mobile App to replace the TELUS/DA Townley *myclaims* portal. In addition, your providers (i.e. dental, pharmacy) will start submitting point of sale claims to GSC.

Your **DA Townley Client ID** will become your **GSC Plan Member ID**. You will find this number on the GSC benefit card included in this package. The number remains the same but will start with NDT. For example, if your DA Townley ID number was 123456, your GSC Plan Member ID would be NDT123456.



For Claims incurred before May 1, 2025

Effective May 1, 2025, you can submit claims to GSC for services dating back to May 1, 2023 (24-month rule).

How to Submit a Claim on/after May 1, 2025

Your health service providers should submit claims on your behalf at the time of payment. **You will need to show your providers your new GSC benefit card**, even if you have seen the provider before.

It should be a rare event, but if you need to submit a claim yourself, you can do so on the GSC website or mobile app. The GSC website, which has links to create your account and download their app, is www.greenshield.ca/en-ca/greenshield-plus. On May 1st the Plan website, www.ndtbenefits.org, will have links and tutorial videos for you.

You will not be able to submit claims or verify coverage with GSC before May 1. But you can create your account before May 1.

Prior Authorization

TELUS/DA Townley informed GSC about services that had been given prior authorization. This is usually for high-cost drugs but can also include dental, and extended health benefit items that DA Townley have pre-approved. **For new services that require prior authorization that have not**

been approved, you will submit your supporting documentation to GSC. McAteer and GreenShield will provide assistance.

Your Health Benefits Coverage

Your Active Member or Post-Retirement Health Benefits **will not change** except as follows;

Effective May 1:

- Active Member Plan: The annual maximum benefit for private duty nursing is \$10,000 per covered person.
- Claims for glucose monitoring devices and supplies will be covered only if the covered person meets the Health Canada standard, meaning that they must be insulin-dependent with testing required at least four times per day.

If the Trustees make further changes to the Plan, you will be notified.

Your Additional Health Benefits

Your Plan will continue to offer the same additional benefits as of May 1, 2025. Group/policy numbers will not change. These additional benefits are:

- TELUS Health Virtual Care
- TELUS Health Employee and Family Assistance Program (EFAP)
- Substance Abuse Rehabilitation Assistance (S.A.R.A)
- Out of Province Emergency Medical Assistance

Pension Plan

No changes are being made to your Pension Plan.

Website and Member Portal

The Plan website, www.ndtbenefits.org, will largely remain the same. Changes available May 1 will include new forms, booklets, contact information, links and tutorials for GSC to reflect the change in the Plan Administrator. Your member portal, MemberXG, will remain the same but will have a new URL. **There is no need to re-register.** The updated link to MemberXG will be on the Plan website on May 1st. Be sure to update the MemberXG bookmark on your browser if you have one.

Plan Administration Office Contact

Phone: 1-800-263-3564 or 905-946-9700

Website: www.ndtbenefits.org

Email: questions@ndtbenefits.org (available May 1)

Address: 45 McIntosh Drive, Markham, ON, L3R 8C7

About The McAteer Group

McAteer has a national reputation, built over 45 years, for excellent personal service to members of the unionized building trades. You can learn more about The McAteer Group of Companies by visiting www.mcateer.ca.