



UBCbenefits viewpoints

Summer 2022

A Newsletter for UBC Retiree
Benefit Plan Members



Welcome to the summer edition of *Viewpoints*, where you will find the following features for Retirement and Survivor Benefits (RSB) plan members:

- Prescription drug claims are changing: Telus Health to Express Scripts Canada
- Building healthy bonds with adult children
- Get access to our Employee and Family Assistance Program
- Important travel coverage information

Prescription drug claims are changing: Telus Health to Express Scripts Canada

Sun Life will transition their Pharmacy Benefits Manager (PBM), which is responsible for processing and paying prescription drug claims under your extended health plan, from Telus Health to Express Scripts Canada (ESC) in November 2022. This change is directly related to Sun Life's administrative processing of prescription drug claims, not a change by the University of British Columbia.

Closer to November 2022, Sun Life will share more information with plan members who have provided an email address directly in the www.mysunlife.ca online portal.

What is changing for RSB extended health plan members?

There's no change to your extended health benefits plan. The contract number is #020605 and your member number is same as your employee number. The member number is unique for all RSB extended health plan members. You can continue to utilize your old pay direct drug cards.

This transition should have no impact on your experience at the pharmacy. It's a change managed in the pharmacy's system. Sun Life is working directly with the pharmacies and it will happen automatically in the pharmacist's system. If you change pharmacies, you need to bring your pay direct drug card information with you.

If you download your card now, you'll see the "Assure" logo. The card will be updated in November 2022, to include Express Script Canada logo, so it may be helpful to download it again after the transition date.

To print your updated pay direct drug card, go

to mysunlife.ca. On mysunlife.ca your pay direct drug card is called your coverage card. Here's how to find it:

- Once you sign in, go to "Coverage Information"
- Under "Resources", select "Print my coverage card(s)" or take a photo with your mobile phone.

You can get your updated pay direct drug card on the **my Sun Life Mobile** app. To view your pay direct drug card, follow these simple steps:

- Download and sign in to the **my Sun Life Mobile** app
- Under the "Benefits" menu select "Coverage card" and then "Drug card".

Please note that this change will affect all dependents associated with your plan. Your dependents' details will not change, but they may wish to download a new card.

If you experience any issues at the pharmacy after November 2022, you can tell them that your new Pharmacy Benefits Manager is Express Scripts Canada and show them your updated pay direct drug card information. They'll know what this means and update your profile in the pharmacy system.

Need assistance?

RSB plan members can contact Sun Life's Client Care Centre at 1-800-361-6212, Monday through Friday, from 8 a.m. to 8 p.m. ET to assist with your RSB questions, including any questions you might have around the changes to pay direct drug cards.

RSB Benefits Info

RSB Policy/Contract Number: 020605

Sun Life Member ID: your employee ID or 9-digit Social Insurance Number (SIN)

Contact Sun Life: 1-800-661-7334 or 1-800-361-6212

Visit hr.ubc.ca/rsb for:

- Extended health or dental claim info
- Claim forms
- Sun Life RSB Policy Booklet

Workday Access

- You can make changes to your RSB profile with online, self-serve options through Workday — including changes to your mailing address, contact information and banking information. Go to hr.ubc.ca, and use the link to Workday, (top-right corner of the home page) to access your profile using your Campus Wide Login (CWL).
- If you need assistance with your CWL, please contact Integrated Service Center at **604-822-8200** or isc.ubc.ca.

Email address request

To better serve the RSB community, we would like to ensure we have your correct email on file.

Providing your email will help us to communicate important information in the event of difficulties with the post service and other disruptions. We will also reduce the use of paper, as we will be able to send the newsletter to your email inbox, directly.

Please note: we will continue to provide a printed copy delivered of Viewpoints to your home address, however we want to give members of the RSB community the choice to go paperless. Updating or providing us with your email address will help us serve you better.

Please update your email address by contacting Rohini Grover at either **604-822-4580** or rohini.grover@ubc.ca. If you are uncertain if your address is already on file, give us a call.

Important: We will only send important communication via email if there is no other way to reach you.

Building healthy bonds with adult children



This story was adapted from content originally published on our EFAP platform: LifeWorks. You can find out how to sign up to our EFAP by reviewing the story in the sidebar.

As a community, we are starting to emerge from the pandemic and we are now able to socialize more frequently. After years of physical distancing, becoming social again can be challenging. For some, there might be a need to redefine and build new and healthier bonds with children as they enter adulthood. Throughout human history, there have always been challenges for generations relating to one another. So, after a long period of isolation here are a few tips to build and maintain relationships with your adult children:

Communicate regularly: Regular chats on the phone or in-person can be a foundation for a close parent-child relationship. Staying on top of each other's news and plans is an effective way to make people feel cared for.

Don't offer unsolicited advice: It can be difficult to watch your child making a mistake, but—as long they are not putting themselves or others in danger—they may learn more from their mistakes than by hearing reasons why not to try. If you ask them for their advice, they will feel valued and be more likely to ask you for yours.

Schedule in-person plans: Prioritize spending more time in-person together, even if it's rare. If you live close by, organizing activities and meals together is a great way to maintain the connection. If you live further apart, plan to visit more often.

Accept and encourage their life choices:

They may make decisions about their career, partner, or their children that you would not have made, but your relationship will be much stronger if you accept their lifestyle and goals. Avoid conversations that can create distance between you and your child.

Find mutual ground as adults: Whether you share a hobby, enjoy a TV show together, volunteer for the same organization, or play a sport together, finding something to do and talk about things you are passionate about is a great way to maintain bonds with adult children.

Create new traditions: Consider things that they would like to change about festive celebrations or other life events and incorporate them in a new way that can honour the old and new traditions. Traditions don't have to be grand: they can be as simple as brunch at your favorite café once a month or playing a particular board game.

Write letters: While technology has taken over, it is meaningful to go back to the basics and write things out. Sending a handwritten letter or card can provide a meaningful keepsake.

Reminisce: Take time to reflect on memories and discuss how it has shaped both of your lives. Most of all, find your happiness in the time you spend together.

Coming back from the lockdown and isolation will require time. Be patient, be present, and enjoy the moments you have together.

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Employee Family Assistance Program - LifeWorks

LifeWorks is one of the quickest ways to speak with a clinical counsellor when times get tough. You can easily set up a time to speak with a counsellor via phone or online. You can also seek limited nutritional, financial, and legal advice through the EFAP. But the LifeWorks platform (and mobile app) is more than just a means of connecting with counsellors.

RSB members who are enrolled in our EFAP can also access more wellbeing and mental health tools. These tools include CareNow (based on Cognitive Behavioral Therapy), the Total Wellbeing Assessment (a questionnaire that helps you identify your wellbeing strengths and weaknesses), and many articles, videos and podcasts, focusing on family, work, and money matters.

As an EFAP member, you can get support in person, via telephone and video counselling. These services are all accessible **24/7/365** at **1-866-424-0770** and on **ubc.lifeworks.com**.

Please contact Rohini Grover at **604-822-4580** or email rohini.grover@ubc.ca if you need any further information about or would like to enrol in UBC's RSB Employee and Family Assistance Program.

Viewpoints is a publication from UBC Human Resources and provides consumer benefits and health information to UBC retirees on a semi-annual basis.

For enquiries about the RSB program, contact:

Rohini Grover | 604-822-4580
rohini.grover@ubc.ca

Human Resources
600-6190 Agronomy Road
Vancouver, BC V6T 1Z3

Benefits Information:

UBC Group/Policy/Contract #: 020605
Sun Life Member ID: your employee ID or 9-digit SIN.

For information on extended health and dental claims, contact Sun Life at 1-800-661-7334 or 1-800-361-6212.

You are receiving this newsletter because you are enrolled in one or more UBC Retiree Benefits plans. If you wish to change your mailing address, please contact Rohini Grover. The information contained in the *Viewpoints* newsletter is for information purposes only; it is not a contract. In the event of a discrepancy between the information in *Viewpoints* and the applicable contracts/documents and/or governing legislation, the applicable plan contracts/documents and/or governing legislation will apply. For more information about RSB benefits, visit hr.ubc.ca/rsb.

Travel coverage revisited

Make sure to pack your Sun Life out-of-country emergency travel assistance card prior to your travel or have the following information available:

- Your policy number is 020605
- Your member ID: 7-digit UBC employee ID OR 9-digit SIN

View your information when you sign in mysunlife.ca and go to "Coverage Information" and select "Print Travel card" - located under "Resources" on the right-hand side of the screen.

For those using the **my Sun Life Mobile** app, on the home screen, go to "Coverage card" and select the Travel Card. There you can take a screenshot or add it to your phone's wallet.

Seeking emergency care outside of BC

If you require emergency medical care while outside BC, you (or someone with you) must call Allianz Global Assistance before receiving medical care. As Sun Life's travel benefits provider, Allianz will guarantee or advance payment for eligible medical care.

Allianz Global Assistance Contact Details:

- Canada and the US: 1-800-511-4610
- Rest of the world: 1-519-514-0351

Please note: All invasive or investigative procedures (such as surgery, angiogram, MRIs) must be pre-approved by Allianz, except in extreme circumstances.

Happy Travels!