



UBCbenefits viewpoints

Winter 2022

A Newsletter for UBC Retiree Benefit Plan Members



Welcome to the winter edition of *Viewpoints*, where we feature the following information for RSB plan members:

- Sun Life rate changes
- Sun Life defers Pharmacy Benefits Manager transition; new cards to be sent to RSB members
- Meet Kat, our new RSB Plan Administrator

We wish you all the best for the rest of 2022. Stay safe and healthy!

2023 Sun Life rate changes

Each year, Sun Life Extended Health and Dental Care plans are reviewed with UBC's Benefits Consultants to determine the appropriate premium rates to support claim costs expected for the upcoming year.

The following tables outline the required rate adjustments to the Extended Health and Dental Care plans, effective January 1, 2023. The renewal rates are based on analyzing 12 months of past claims experience (July 1, 2021 - June 30, 2022) while incorporating inflation.

Dental Plan	Current 2022 Monthly Rates	New 2023 Monthly Rates, effective Jan. 1, 2023	Adjustment
Single	\$46.18	\$52.18	13%
Couple	\$92.36	\$104.36	13%
Family	\$137.19	\$155.02	13%

Extended Health Plan	Current 2022 Monthly Rates	New 2023 Monthly Rates, effective Jan. 1, 2023	Adjustment
Plan 1 (LTM* \$15,000)			
Single	\$37.62	\$44.02	17%
Couple	\$75.24	\$88.04	17%
Family	\$75.24	\$88.04	17%
Plan 2 (LTM \$50,000)			
Single	\$114.32	\$114.32	0%
Couple	\$228.64	\$228.64	0%
Family	\$228.64	\$228.64	0%
Plan 3 (LTM \$200,000)			
Single	\$87.82	\$92.21	5%
Couple	\$175.64	\$184.42	5%
Family	\$175.64	\$184.42	5%

*LTM = Lifetime maximum

2022 Annual Premium Statement

Every year, Annual Premium Statements (formerly referred to as "Tax Receipts") are issued to retirees who pay their own extended health and/or dental premiums.

The Annual Premium Statements will be emailed to you OR mailed to RSB members who did not provide us with an email address. If you do not receive the email or letter by **March 15, 2023**, please contact the RSB team 604-822-4580.

Reminder: Submit your extended health claims

Any extended health claims incurred in 2021 must be received by Sun Life by **December 31, 2022**.

You can obtain the extended health claim forms from the UBC HR website (Making an RSB claim) or by calling 604-822-4580 to have paper copies mailed to you. Please note all extended health claim forms along with your original receipts should be submitted to Sun Life's Waterloo address: **PO Box 2010 Stn Waterloo, Waterloo ON N2J 0A6**.

You can also submit your claims online at www.mysunlife.ca.

How to submit Extended Health or Dental claim online

1. Login to mysunlife.ca or the **mySunLife app** using your Access ID. If you don't have an Access ID, click on "Register now" at mysunlife.ca or contact Sun Life at 1-800-361-6212 to sign up.
2. Select "my claims".
3. Select the particular e-claim you wish to submit (for example, prescribed drug e-claim, paramedical e-claim, dental e-claim, etc.).
4. Complete the information requested and submit it online.

UPDATE: Prescription drug claim changes deferred to 2023; new Sun Life wallet cards

Further to our story in the summer edition of Viewpoints, Sun Life have further delayed the transition of the Pharmacy Benefits Manager (PBM), which processes the prescription drug claims, to early 2023.

To make this transition even easier, we are coordinating with Sun Life to send each of our RSB members a new card with the updated details needed to make your prescription drug claims at your existing or new pharmacy.

Once Sun Life has confirmed the transition date for the PBM, a new card with the correct

details will be mailed to all members.

A reminder that there will be no change to the UBC RSB contract number which is #020605 and your member number is the same as your employee number. Your current drug card will continue to work even after the transition, however, the updated card will help ensure your pharmacist can accurately process your claims.

Please note: Sun Life will send out one card for RSB members with single coverage and two cards for those with family coverage.

Access your benefits through mySunLife.ca and the mySunLife app

We work hard to ensure that RSB members get access to a competitive benefits package that helps maintain important health care coverage into your retirement and to help you live a healthier life, physically, mentally and financially. That is why we want to highlight the value of **mySunLife.ca** online portal and the **mySunLife app** for your smartphone.

Simplify your benefits

Simplify the claims process, have your claims paid directly into your bank account, and quickly check your health and dental coverage balances by setting up a mySunLife account. You can also use the online portal and mobile app to download a copy of your drug card and travel card.

Additional resources

Your RSB benefits package is more than just reimbursements, there are also many worthwhile resources that you can access through the **mySunLife.ca** portal. Take a look at the

story below to learn more about one of these resources: Lumino Health.

Get started

Head over to mysunlife.ca and click "Register" to get started and access your account. Once registered you will be able to use your sign-in details to access your account through the **mySunLife app** (available on Android and Apple smartphone devices).

Take the time to sign up and familiarize yourself with the mySunLife portal and the mySunLife app.

Need help?

If you are having trouble, consider asking a friend or family for help registering. You can also contact Sun Life's Client Care Centre at 1-800-361-6212 and they will be happy to assist.

Find your next health provider and discover discounts through Lumino Health

Lumino Health Centre is available to RSB members who have access to mysunlife.ca. Lumino Health Centre gives you access to the tools and resources needed to live healthier lives. This includes access to information on Canada's largest network of health providers, credible health content, and discounts & offers all in one place.

Find a healthcare provider in seconds

We know that there are challenges accessing services as there is a shortage of healthcare providers in BC and around the world. But leveraging a tool like Lumino Health can take some of the stress and guesswork out of the process of finding the right provider for you. Use the provider search to find a specialty health service near you. Lumino Health not only gives you the practitioners details, but you will also see ratings from other users, and

cost information to help you determine if their fees exceed your maximum reimbursement amount.

To use the service, login via **mysunlife.ca** and use the Lumino Provider Search on the home page.

Get access to discounts on health and wellness products and services in Lumino Resources and Offers

Lumino Health partners with Canadian companies to help you take the next step on your health journey. Explore the offers available for vision & hearing products, medical supplies & equipment, pet health, mental wellness, and much more. After signing in to **mysunlife.ca**, navigate to Lumino Resources & Offers to get started.

RSB Information

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

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) when travelling, must be pre-approved by Allianz, except in extreme circumstances.

New RSB Plan Administrator

We would like to introduce you to Kat Maihara, our new Retirement & Survivor Benefits Administrator. Kat has worked for the Delta School District for the past several years as a Senior Benefits and Staffing Administrator and is excited to be joining UBC's benefits team.

To contact Kat, please email kat.maihara@ubc.ca or call 604-822-4580.

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:

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