

# LiUNA!care

LOCAL 506 <sup>TM</sup>

BUILDING HEALTHY FUTURES

WINTER 2020

## New Benefit Enhancements:

- Trust Fund Merger
- LiUNAcare
- Members Benefit Cards
- Extended Healthcare Claims
- LiUNAcare eClaims
- vCare Virtual Healthcare
- mHealth Virtual Mental Healthcare
- Member Health Management Services
- Benefit Enhancements
- Home Delivery Pharmacy
- Prescription Drug Savings
- Health Care Navigation
- Cancer Assistance
- National Home Doctor
- MyConsult Second Opinion



A MESSAGE FROM  
**THE BUSINESS MANAGER**  
**CARMEN PRINCIPATO**

**Welcome to your new LiUNAcare Local 506 newsletter!**

The Board of Trustees of the LiUNA Local 506 Benefit Trust Funds are pleased to announce effective January 1st, 2020, both the Construction Division and Industrial Division Trust Funds have merged to create the newly named LiUNA Local 506 Members' Benefit Trust Fund. With the merging of the Trust Funds, LiUNA Local 506 is well positioned for our next 100 years by ensuring the highest benefit standards for all members and their families.

The Board of Trustees are also pleased to introduce a variety of benefit and service enhancements, including full re-branding of the benefit program.

With the introduction of three new online apps: eClaims, vCare and mHealth, you and your eligible dependents will be able to submit claims electronically and access healthcare professionals 24 hours a day, 7 days a week, from your mobile device or desktop computer.

Take a moment to explore what's new and learn how LiUNAcare Local 506 is adding value to your membership.

If you have any questions or concerns, don't hesitate to contact us at **(416) 506-8841** or email [info@506membersbenefits.ca](mailto:info@506membersbenefits.ca).

Carmen Principato  
LiUNA Local 506 Business Manager

**LiUNA!**  
*Local 506*

# Merger of Trust Funds

## Introducing Local 506 Members Benefit Fund

The Board of Trustees of the LiUNA Local 506 Construction Trust Fund and LiUNA Local 506 Industrial Trust Fund are pleased to advise the membership that effective January 1, 2020 the Construction and Industrial Fund have been merged together to create the newly named LiUNA Local 506 Members' Benefit Fund.

The Trustees of the newly merged LiUNA Local 506 Members' Benefit Fund remain focused on delivering to the membership the most progressive level of benefits in the industry and providing the highest level of service.

The merger of the Construction and Industrial Funds will have no impact on the day to day services or delivery of benefits to the members and their eligible dependents.

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## New name, new look, same great benefits!

Local 506 Trust Administration will now be operating under **LiUNAcare Local 506**, we continue to proudly serve the members of LiUNA Local 506 Members Benefit Fund and improve the health and well being of all working families of LiUNA Local 506.

## We're committed to building healthy futures

You deserve a forward-thinking care provider that's focused on your long-term wellbeing. Our new name better reflects this focus, as do the changes we're making to offer you a superior benefit experience while doing all we can to help ensure a healthy future for you and your dependents.

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## Extended healthcare electronic claims are now available

Your chiropractor, physiotherapist, and other paramedical providers can now submit claims on your behalf.

Your healthcare provider invoices **LiUNAcare Local 506** directly and the paperwork is taken care of for you, just like when you go to the pharmacy or the dentist. All you have to do is present your Members Benefit Card.

Take advantage of streamlining the processing of your health claims. Ask your healthcare practitioner if they can submit electronic claims or contact Member Services for more information.





# Submitting a claim? There's an app for that!

Submitting and tracking claims is now quicker and easier than ever! The new **LiUNAcare Local 506 eClaims** mobile app and website allows you to get up to the minute information about your claim status and the ability to submit claims through your mobile device, tablet or laptop.

To get started, all you need to do is register. You can do so by downloading the app to your phone or by accessing **LiUNAcare Local 506 eClaims** from our website. Choose either way below and follow the instructions on the next page. Once registered, you'll be all set to submit your claims electronically.

**Submit claims, view claim status and learn more about your benefits online with a computer or with our app on your mobile devices.**



## Mobile app

To download the mobile app to your phone or tablet, go to the App Store (iPhone) or Google Play Store (Android) and search for **LiUNAcare Local 506 eClaims**. Look for the **LiUNAcare Local 506 app** icon pictured above and click the "GET" (iPhone) or "Install" (Android) button. Follow the steps on the next page to register yourself and your eligible dependents.

## Web access

To access eClaims from your computer, click **eClaims** on the top right of our website - [506membersbenefits.ca](http://506membersbenefits.ca) - and follow the steps on the next page.



## LiUNAcare Local 506 eClaims Features



### Search functionality

Have a historical reference of all of your claims and what they mean.



### Notifications

Receive updates on your claim submission.



### Digital Member Advantage card

Always have a digital copy of your card, conveniently located within the app.



### Beneficiary claim management

Manage claims for your entire family and get an overview from the app or your browser.



### Photo claim submission

Submit your claims with the camera in your phone and upload directly to the app.



### Explanation of benefits

View or print an "EOB" – explanation of benefits of your claim submissions.



Sample Member Benefit Card  
(Please keep your card – do not throw away)

## Beginning your registration process

As a first time user of **LiUNAcare Local 506 eClaims** you will have to register your account. In this step you will need your Member Benefit Card. In the registration process you will be asked to provide your:

### GROUP NUMBER

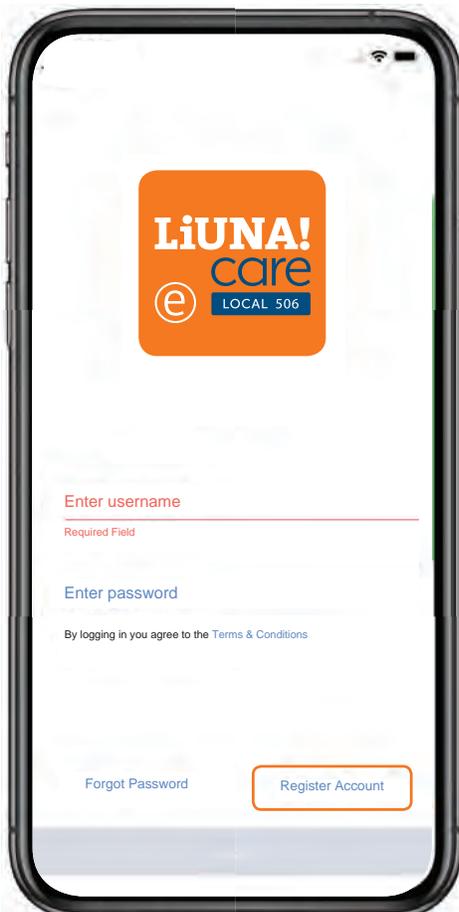
The first six digits of your benefit card number.

### CERTIFICATE NUMBER

The second set of ten digits of your benefit card number.

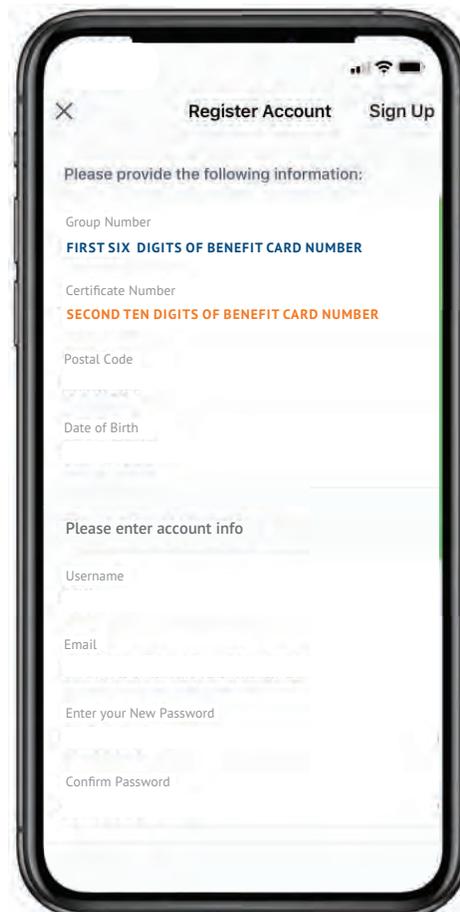
### STEP 1

On your phone, download/open the application and click “Register Account” in the bottom right corner.



### STEP 2

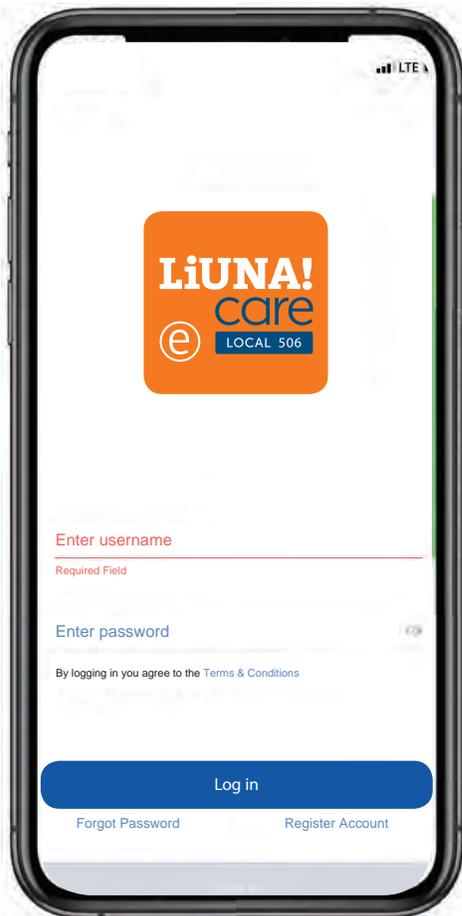
Enter your information in each section. You will need to create a username and password, then click “Sign Up”.



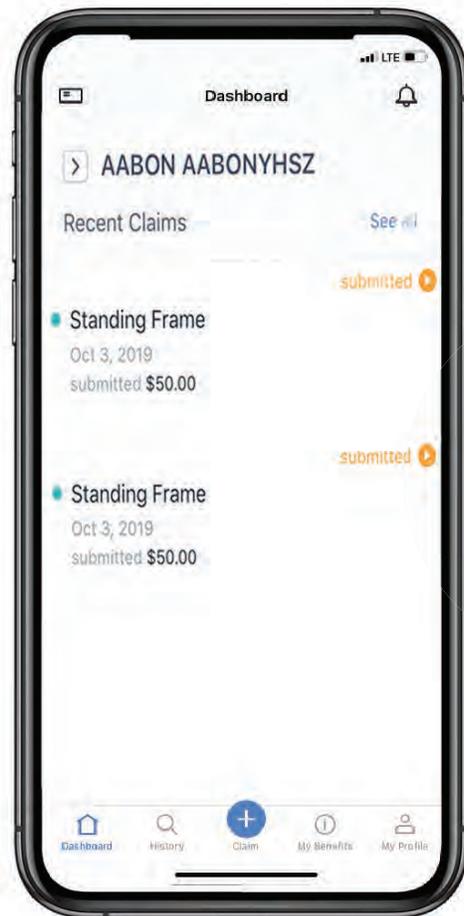
*Keep a copy of your username and password – you will need this information to login.*

**STEP 3**

You will return to the login page where you will enter your username and password and click login at the bottom.

**STEP 4**

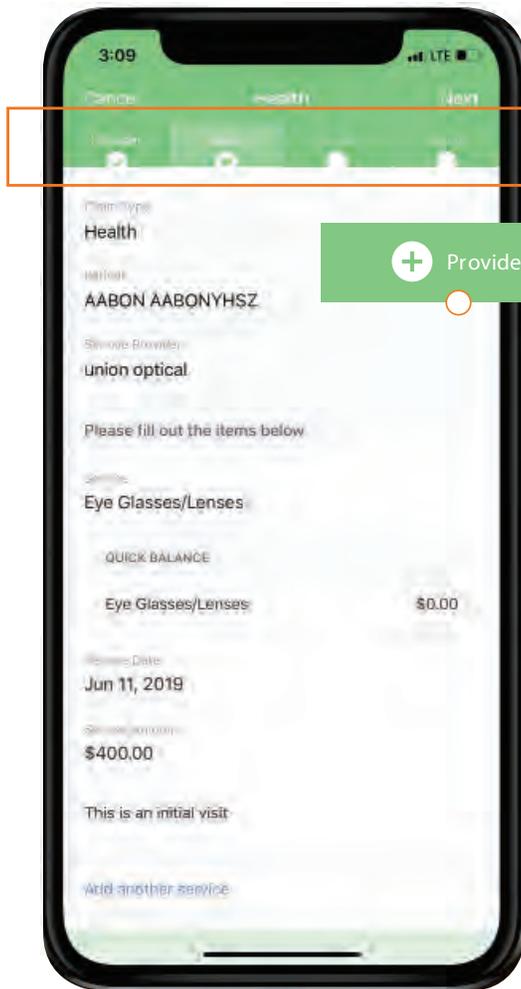
This is your dashboard. Here you can see the balance of your Health and Paramedical accounts, recently submitted claims and the status of your claims.



*Follow the instructions on the next page to learn about the claim submission process.*

If you have any technical questions about the app or website, call our **Digital Benefits Help Desk** at (416) 506 - 4357 or email [infobpatech@506membersbenefits.ca](mailto:infobpatech@506membersbenefits.ca)

## Submitting a claim



### Provider

Your provider is the specialist fulfilling your particular claim. You can search for them in the search bar.

As you submit more claims your providers will be saved for easy selection for future claims.

### Details

If you are submitting for multiple services from the same provider/visit you will be prompted with the option to “add another service”.

If you are submitting a claim with Coordination of Benefits (COB) make sure you enter the amount under “First Payor” that your primary insurance has already paid.

### Receipt

In this step make sure you have the receipt from your provider and the receipt from your Primary Insurance (if submitting with Coordination of Benefits) on hand.

If you are submitting from your desktop computer, scan and upload each receipt under the required section.

If you are on a mobile device you can take a picture of each receipt with your mobile device or tablet and upload. Make sure the picture is focused and legible.

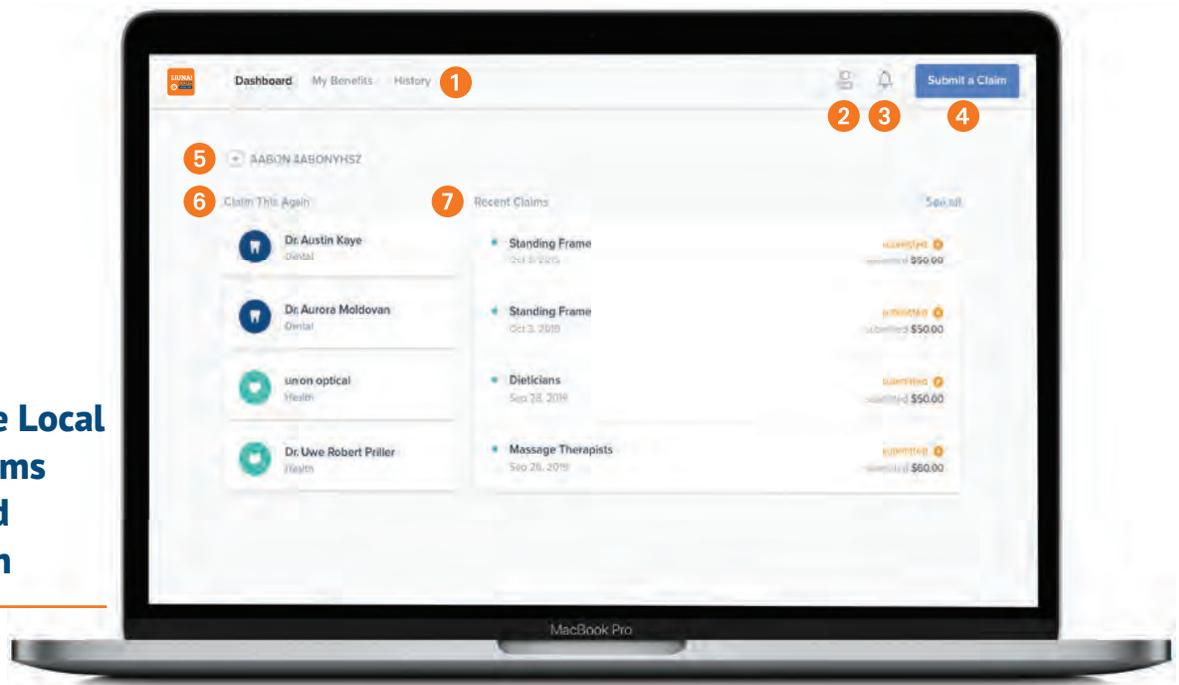
### Review

Once you have uploaded your receipts you will have the option to have a final review of your claim. Once you have ensured the information is correct tap/click the checkmark icon to submit your claim.

Your claim will be reviewed, and you can check the status in your “Dashboard” or under “History”.

You will be notified once your claim has been paid or if it has been declined.

## LiUNAcare Local 506 eClaims dashboard navigation



### 1 Navigation

Navigate your way through different pages of the application including “My Benefits” where you can access more information around your benefits. “History” allows you to review past claims and to see an “Explanation of benefits” related to a specific claim.

### 2 Profile

Access details regarding your profile as a member. You can also switch profiles between yourself, spouse and dependents to check their benefit balances. Access a digital copy of your Member Advantage card and change your password if necessary.

### 3 Notifications/Messages

When you have a notification or message you will see an alert to check. This can include messages from the administrator regarding your benefits or updates on the status of your claims. Be sure to check your messages regularly so that you can stay up to date.

### 4 Submit a Claim

Start the submission process of your claim here. See the previous page on how to submit a claim. Be sure to scan or take a picture of your receipt for the submission process.

### 5 Switch Claimant

Toggle between “Member”, “Spouse” and “Dependents” if applicable. When you switch the claimant “Recent Claims” and “Claim This Again” will update to reflect the selected claimant.

### 6 Claim This Again

This section shows claims that have been consistently submitted by a member. If you have the same weekly, daily or monthly claim it will show up in this section to make the submission process easy. Your provider will already be filled out, simply fill out the specific details of the claim.

### 7 Recent Claims

See claims that have recently been submitted and the status of a claim. Click the “See All” button to expand this view to get a historical view of all claims. You can also go to “History” in the navigation menu at the top of the page to see all claims submitted.



## vCare Virtual Healthcare

**Have a health question or concern? Our virtual care platform is designed to address your healthcare needs via secure text and video chat – anytime, wherever you are.**

### **Your new on-demand virtual healthcare solution.**

The **LiUNAcare Local 506 vCare** online platform and mobile app provides you and your family with 24/7, personalized medical support wherever you are in Canada. Connect instantly with a healthcare provider for your primary health questions and concerns.

- Unlimited virtual consultants via secure text and video chat, 24/7
- Convenient primary and mental health-care support
- Fill and refill prescriptions, specialist referrals, and lab requisitions
- Coverage for you and your eligible dependents
- Virtual follow-ups with no appointments required
- Health record on the platform, with updates sent to your family doctor with your consent

### **Avoid visits to walk-in clinics or emergency rooms for non-emergency issues such as:**

- Infections, rashes and skin irritations
- Anxiety and depression
- Stomach and digestive issues
- Cough, cold and flu
- Weight loss counseling and smoking cessation

+ Much more!

### **Don't wait until you're sick!**

Activate your account now to be ready when the need arises. Simply click on the **vCare** link at the top left of our website - [506membersbenefits.ca](https://506membersbenefits.ca) - and follow the steps to register and download the app.

**Please note:** Specific cases will require an in-person medical appointment at the discretion of our healthcare providers. **This service is not for emergencies** – for emergencies, please call 911 or go to the nearest emergency room. Our clinicians cannot complete Workers' Compensation forms or sick notes for more than three days.



# mHealth Virtual Mental Healthcare

**As a member of LiUNAcare Local 506, you and your eligible dependents have access to mental health information, support, therapy and a variety of other resources.**

**Easy-to-access digital platform with educational materials and virtual real-time therapy.**

Our new **LiUNAcare Local 506 mHealth** online platform and mobile app can help assess any mental health issues you may have and provide support. The results can be downloaded and shared with your primary care physician or your mental health counsellors. It is designed for adults over the age of 17. You can use the tool from the comfort of your own home on your computer or hand-held device. Your responses will be confidential and secure.

To access **mHealth** from your computer, click mHealth on the top left of our website - [506membersbenefits.ca](https://506membersbenefits.ca) - and follow the steps to register.



A mental health knowledge forum and library with videos and podcasts.



Proprietary diagnostic and statistical mental health assessment tool.



Video therapy; mental health care treatment.





# Member Health Management Services

**Introducing Member Health Management Services - your one-stop destination for support on all matters related to disability, workers' compensation, and other benefits to get you back to health**

At **LiUNAcare Local 506**, we're always looking for new ways to serve our members better. We understand that accessing the right treatment and benefit plans and services at the right time is crucial. That's why we're excited to introduce Member Health Management Services as the department you can turn to for all matters related to disability, health and wellness.

## What is short term disability?

Short term disability is a benefit offered through **LiUNAcare Local 506**, available to active and covered members. It provides compensation if you are unable to work due to disability. A disability can be a result of injury, illness or a mental health condition that prevents you from working. Injuries that happen at work are not covered.

## How do I file a claim?

Contact us and we'll provide you with an application package and explain the process.

## What should I expect while on disability?

Once your claim is approved, a Member Health Management Services Case Manager works with you and your treatment providers in developing a personalized health management plan focused on recovery and return to work. Your Case Manager will maintain regular communication with you and your medical team to monitor your care, progress, and coordinate expedited diagnostics specialist assessments, health care navigation, second opinions, and other plan benefits and services to promote your return to health.

## When do I apply for long term disability?

If it appears that you will not be able to return to work before short term disability ends, we'll provide you with the application for long term disability and once completed, submit to the insurer.

## What if I am hurt at work?

You will need to file a claim with the Workplace Safety & Insurance Board (WSIB). The WSIB is a government agency responsible for providing injured workers with loss of earnings and other benefits. If you need to file a new claim or have an ongoing WSIB case, contact Member Health Management Services and speak to one of our Case Managers specialized in handling workers' compensation matters to assist you with your claim.

## What if my WSIB claim was denied?

If your claim was denied or have questions regarding your claim, our Case Managers will work with you and our in-house third-party Legal Representative to address any questions or concerns you may have. We also help with appeals and other disputes.

**If you are off work due to illness or workplace accident, are struggling to stay working due to a medical or health issue, or simply want to connect with someone regarding your health and wellbeing, Member Health Management Services can help!**

## Contact Member Health Management Services

Just give us a call at **(416) 240-4555** or

Email us at [healthservices@506membersbenefits.ca](mailto:healthservices@506membersbenefits.ca)

# BENEFIT ENHANCEMENTS

The Executive Board of Local 506 and the Board of Trustees of the Local 506 Benefit Funds are pleased to announce enhancements to the Benefit programs.



## Vision Care Benefit

The Vision Care Benefit has been increased to reimburse up to a combined maximum of \$300 per calendar year for lenses, frames and contact lenses for all claims incurred on or after March 1st, 2020.



## Eye Examination

The Vision Care Benefit will provide reimbursement for one (1) eye examination every calendar year up to a maximum benefit of \$100 for all claims incurred on or after March 1st, 2020.



## Dental Fee Guide

The ODA Dental Fee Guide will increase from 2017 to 2018 for all dental claims incurred on or after January 1st, 2020.



## Hospital Care Benefit

The Hospital Care Benefit will provide reimbursement for semi-private hospitalization in addition to the Hospital Cash Benefit to a maximum benefit period of 120 days for all claims incurred on or after March 1st, 2020.



## Speech Therapy

Speech Therapy has been increased to a maximum reimbursement of \$200 per visit with an individual lifetime maximum of \$10,000 for all claims incurred on or after March 1st, 2020.



## Clinical Psychologist and Psychotherapist

Clinical Psychologist and Psychotherapist has been increased to a maximum reimbursement of \$100 per visit with a combined calendar year maximum of \$1,000 for all claims incurred on or after March 1st, 2020.



## Paramedical Benefit

*(Occupational Therapist, Podiatrist/Chiropractor, Massage Therapist, Naturopath, Osteopath, Chiropractor, Acupuncturist)*

Paramedical services per visit maximum reimbursement will increase to \$60 per visit with a combined maximum reimbursement of \$1,000 per calendar year for all claims incurred on or after March 1st, 2020.



## Breast Prosthesis

Breast Prosthesis coverage has increased to once (1) every two (2) calendar years per breast, up to a maximum of \$500 per breast for all claims incurred on or after March 1st, 2020.

*These enhancements apply to all Active*

# FOR THE MEMBERS OF LOCAL 506



## eClaim App

Members can submit claims electronically, check the status of the claim and access Explanation of Benefits (EOB) via the new mobile **eClaims app** effective March 1st, 2020.



## vCare Virtual Medicine App

**vCare app** provides you and your eligible dependents with 24/7, personalized medical support. Connect instantly with a healthcare provider for your primary health questions and concerns, fill and refill prescriptions, specialist referrals, and lab requisitions



## mHealth Virtual Mental Health App

**mHealth app** that provides members and their eligible dependents access to information on mental health, in addition to a self assessment tool which is integrated into the virtual cognitive therapy coverage effective January 1st, 2020.



## Healthcare Navigation

Healthcare Navigation has been added to the Plan to provide personalized service that walks the member and their eligible dependents through the healthcare system, ensuring integration between OHIP and the benefit program, by assisting the completion of paperwork, scheduling of appointments, preparing for medical appointments, review medical results with ongoing healthcare coaching effective January 1st, 2020.



## Cancer Assistance Benefit

Cancer Assistance has been added to the Plan to provide highly trained oncologists to work with members and their families to ensure the correct treatment and care is provided. Provides expert assessment and recommended approaches to treatments effective January 1st, 2020.



## Home Delivery Pharmacy

Members can have their prescription medicine delivered to them the next business day. Medications can be delivered in convenient Medpacks, which organizes the daily doses into packets which includes the medication information printed on the from effective January 1st, 2020.



## Prescription Drug Savings Program

Members will receive lower dispensing fees and lower ingredients cost on prescription medication along with exclusive perks from several participating pharmacy chains effective January 1st, 2020.



## National Home Doctor

Members can access doctors in their own homes after hours or on weekends to treat common illnesses effective January 1st, 2020.

*and Retired Members of LiUNA! Local 506*



# Home Delivery Pharmacy

**Your prescriptions delivered right to your door and pre-packaged for your convenience.**

## HOME DELIVERY IN 5 EASY STEPS!

### 1 Starting Home Delivery Pharmacy

Create your account by signing up online at [alliancepharmacy.ca](http://alliancepharmacy.ca) or over the phone at 1-877-796-7979.

### 2 Transfer medical information

Have your doctor fax your new prescriptions and existing prescriptions from your previous pharmacy.

### 3 Prescription filling

Robotic dispensing technology enables prescriptions to be filled accurately and efficiently, prescriptions are sorted into daily doses and can even be filled for morning and evening doses.

### 4 Shipping

Free, next business day shipping on all your prescription medications, across Canada.

### 5 Replenish

Home Delivery Pharmacy will send a refill reminder before you run out, and will call your doctor when your prescription needs to be renewed.

### MedPack™: medication, simplified!

When you receive your shipment your medications will be organized by daily doses in plastic bags with your medication information listed on the front, which includes:



## ADDITIONAL INFORMATION

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### Savings

Home Delivery Pharmacy charges lower than average markups and dispensing fees. Additionally, Home Delivery Pharmacy works with members to optimize prescription supplies of maintenance medications and explore therapeutic alternatives.



### Free delivery

Convenient free next business day delivery across Canada to home, work, or any post office.



### MedPack

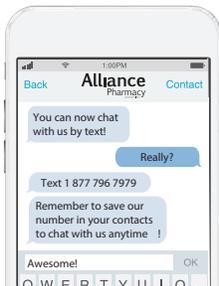
Simplify medication management with Medpack. Each personalized MedPack clearly shows the date, time and names of the medications so you take the right medication, at the right time, every time.



### Medication dashboard

Convenient access to your personal prescription information and service features:

- Prescription information and refills remaining
- Make refill requests
- Pay online



### Text messaging

Conveniently chat with the pharmacy team by texting the pharmacy toll free number. Make refill requests, confirm delivery addresses and leave after hours messages at **1-877-796-7979**.

### Counseling

Prescription counseling is initiated on ALL initial prescriptions by telephone. Pharmacists offer counseling on refilled prescriptions and/or over-the-counter medications.



### Wellness essentials

Shop a selection of non-prescription products and have them conveniently delivered. Wellness essentials typically ship independent of prescription medications within 1-3 days. Visit **AGPPlus.ca** to receive \$10 off and free shipping on your first order of \$35 or more.

**Get Started Today.**

**alliancepharmacy.ca | 1-877-796-7979**



## Prescription Drug Savings Program

**Take advantage of reduced fees on prescription medication, and other value-adds!**

### Get more from your coverage

As a **LiUNAcare Local 506** member, you have access to preferred pricing through participating providers.

By filling your prescriptions with the listed providers below, you will have access to lower dispensing fees, lower ingredients cost and exclusive perks from each provider. Over the long-term these savings will be invested back into the benefit plan, making sure members and their eligible dependents can get the best benefit coverage possible.

### Participating stores provide you with:



#### LOWER DISPENSING FEES

Avoid the hassle of shopping around for lower fees every time you fill a prescription.

Participating providers provide reduced dispensing fees.



#### REDUCED PHARMACY MARK-UP

Industry reporting shows pharmacies can charge up to 15-30% above the ingredient cost of the drug.

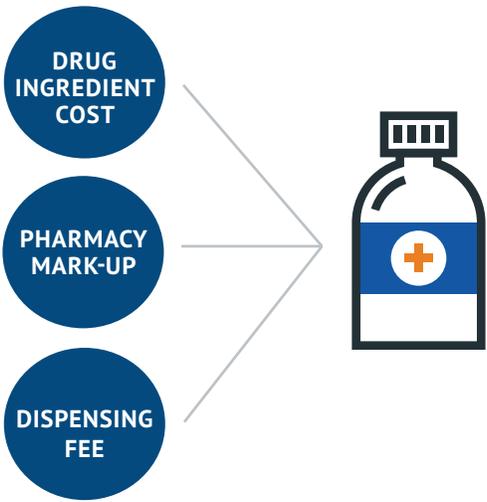
Participating providers provide Union members with a reduced drug mark-up of between 8% and 11%.

For store locations, visit these websites:

**metro**

**sobeys**

**Rexall**



### Prescription drug costs

Prescription drug costs vary from pharmacy to pharmacy, depending on the mark-up and dispensing fee.

- The drug ingredient cost is the amount a pharmacist pays to buy the drug.
- The pharmacy mark-up refers to any additional amount a pharmacy may charge for a drug, above the original drug cost. The mark-up is applied to help pay for the costs of running the pharmacy.
- The dispensing fee is the amount pharmacies charge for their professional services when they fill a prescription.

Pharmacy	Average dispensing fee
All Pharmacies	\$11.91
Canada Safeway	\$11.84
Costco	\$3.89
Independent	\$13.46
Sobeys	<b>\$8.83</b>
London Drugs	\$8.41
Pharma Plus	<b>\$9.97</b>
Pharmasave	\$12.51
Rexall	<b>\$9.97</b>
Shoppers Drug Mart	\$11.87
Metro	<b>\$5.99</b>
Walmart	\$9.97
Loblaws	\$10.35

### Dispensing fees

Choosing a pharmacy with a low dispensing fee helps the status of the benefit plan expenses and the overall cost of your medication.

**All pharmacies charge a dispensing fee but there's no set standard so the fee may vary significantly from pharmacy to pharmacy.**

Note: Data based on 2019 Drug Survey Report.

### Preferred providers

	Metro and Food Basics	Rexall and Pharma Plus	Sobeys
Regions	ON	ON, BC, AB, SK, MB	ON, BC, AB, SK, MB, NB, NS, NL
Total stores	74	447	426
Average dispensing fees	\$10.49	\$12.99	\$11.20
<b>LiUNAcare Local 506 preferred dispensing fees</b>	<b>\$5.99</b>	<b>\$9.97</b>	<b>\$8.83</b>
Additional value adds	Coupons exclusive to Union plan members issued periodically	Exclusive savings card that gives you 20% off of 4,000+ Rexall-branded products	Air Miles promotions in store and when checking out.

**By filling your prescriptions with the listed providers below, you will have access to lower dispensing fees, lower ingredients cost and exclusive perks from each provider.**

Over the long term these savings will be invested back into the benefit plan, making sure members and their eligible dependents can get the best benefit coverage possible.

**Rexall™ \$9.97 DISPENSING FEE**

When you pickup your prescriptions at Rexall, the savings on your prescription drugs are automatically applied when you give the pharmacist your Member Benefit card.

To receive your exclusive savings card go to [rexall.ca/rexallexclusivesavingscard](http://rexall.ca/rexallexclusivesavingscard), to sign up and follow the instructions on the page by entering your First Name, Last Name and Group ID: L506\_2020 and download or print your card.

Members will save 20% off 4,000+ Rexall exclusive brands by showing their savings card at the checkout.

LOCATIONS: ON, BC, AB, SK, MB  
TOTAL STORES: 447

**metro \$5.99 DISPENSING FEE**

When you go to the pharmacy to pickup your medication the savings on your prescription drugs will be automatically be applied when you present the pharmacist your Member Benefit card.

Exclusive savings coupons will be distributed periodically throughout the year.

LOCATION: ON  
TOTAL STORES: 74

**Sobeys \$8.83 DISPENSING FEE**

When filling your prescription drug medication at any Sobeys/FreshCo/IGA/Foodland simply show your Member Benefit card to automatically receive your preferred dispensing fee price reductions.

Members will receive Air Miles promotions in store and when checking out.

LOCATIONS: ON, BC, AB, SK, MB, NB, NS, NL  
TOTAL STORES: 426





# Health Care Navigation



**Every member's expectations and needs are different. Compass Health Care Navigation along with the Cleveland Clinic provide an individualized and personal service based on your situation.**

## How does it work?

Compass Health Care Navigation works with the public health care system to help members and eligible dependents navigate the system, providing a single point of contact throughout diagnoses, treatments and rehabilitation to ensure continuity of care. Personal nurses support the member and eligible dependents through the entire process. Compass Health Care Navigation ensures members receive the right care, at the right place, at the right time, every step of the way. Call **1-866-883-5956** today to speak with a nurse navigator.

- Doctor-to-doctor consults with patient/local treating physicians after completing medical second opinions.
- In-depth assessments of treatment plans and options proposed by the local treating physicians to ensure they are consistent with medical best practice.
- Explanation of options for tests/treatments in each particular case.
- Facilitate access to diagnostic tests, treatments and clinical trials.
- Guide patients to alternate treatment locations, when requested or required.
- Nurse navigators provide ongoing coaching as to how best to manage their chronic condition.
- Dramatically improve the overall quality of care, recovery and outcomes.
- The only service of its kind in Canada.
- Providing health coaching along with nurse navigation for chronic disease states, i.e. diabetes in the workplace.

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## Compass Health Care Navigation

For more information please contact Compass at **1-866-883-5956**



## Cancer Assistance

**The Cancer Assistance program was created to help individuals navigate the complexities of the public health care system.**

### Cancer Assistance Program

Cancer Assistance is a Canadian first, specializing in cancer care. It is the only program of its kind that is directed by a group of highly trained oncologists and delivered by experienced and accredited oncology nurses who work with patients and their immediate family to ensure that they receive the right treatment, at the right time, and in the right place.

Cancer Assistance navigates cancer patients and their eligible dependents through the public health care system. Oncology nurses backed by leading oncology specialists consult with the patient by telephone, throughout Canada, in both rural and urban communities.

### Benefits of the program:

- Help reduce the physical and emotional impact of cancer.
- Ensure medical best practices are utilized throughout active treatment.
- Provide expert assessment of current cancer treatment approaches.
- Provide answers to patients' questions and explanation of tests and treatments.
- Empower patients to better understand their diagnosis and treatment options.
- Overall 92% of members are able to work throughout their treatment.

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### Cancer Assistance

For more information please contact Cancer Assistance at 1-866-599-2720



# National Home Doctor

## Canada's largest network of house call doctors

### What is National Home Doctor?

National Home Doctor is Canada's largest provider of home visit doctors, whose role is to provide treatment of illness and injury to members and dependents at home when they need to see a doctor, but their family doctor is unavailable.

The service is ideal for either the very young (babies and children under four years of age) or seniors. The conditions that National Home Doctor typically see after hours include common illnesses such as asthma flare ups, allergies, cold and flu, stomach aches, skin infections, earache and migraine: illnesses that, while not emergencies, may require urgent attention from a doctor.

### Who uses our services?

The service is focused on members and dependents with an illness who need medical attention. The service is not for medical emergencies, and it is not for routine care. It is also not for the management of chronic diseases, unless a patient needs urgent attention; chronic disease management requires the ongoing care of family practice.



**DOCTORS  
IN HOME**



**OHIP  
COVERED**



**AFTER  
HOURS**

## WHAT DO YOU DO WHEN YOU NEED A DOCTOR –AND IT CAN'T WAIT?

### Hours

National Home Doctors are on the road to service their patients weekdays from 4 pm onwards and weekends from 10 am onwards. Call centre opens from 12 am on weekdays and 8 am on weekends/holidays – call **(416) 631-3000**.

### Areas of coverage

Service area includes the entire GTA. This includes; Toronto, Scarborough, Vaughan, Markham, Richmond Hill, Brampton, Mississauga, and Etobicoke.

Doctors are available 7 days a week, 365 days a year. All appointments are available same day. To book your appointment, visit [homedoctor.ca/book-online](https://homedoctor.ca/book-online) or call **(416) 631-3000**.



## MyConsult Second Opinion

**Cleveland Clinic's MyConsult Online Medical Second Opinion program connects you to the expertise of top Cleveland Clinic specialists without the time and expense of travel.**

### How does it work?

Through the secure web platform, members and eligible dependents can submit their detailed health information, medical records and diagnostic test results. The most appropriate Cleveland Clinic expert is assigned to the consultation and will render a detailed second opinion. The report includes commentary about the diagnosis and treatment options or alternatives and recommendations regarding future therapeutic considerations. Members are also able to send additional questions to the physician who provided the report.

The Cleveland Clinic expert will work directly with you and your family physician to make recommendations about your treatment plans or options.

### Use MyConsult Online Medical Second Opinion to:

- Make the most informed decision about your healthcare or that of an eligible dependent
- Ensure your diagnosis is correct
- Ensure your treatment plan is optimal for you
- Receive a comprehensive written report from a Cleveland Clinic expert
- Learn about new, innovative treatment options

### MyConsult

For more information please contact MyConsult at [clevelandclinic.ca](http://clevelandclinic.ca)



# Get In Touch!



	TELEPHONE	WEBSITE
	(416) 506-8841	506membersbenefits.ca
 <b>Member Services</b>	(416) 506-8841	info@506membersbenefits.ca
 <b>Member Health Management Services</b>	(416) 240-4555 1-866-315-6011	healthservices@506membersbenefits.ca
 <b>Digital Benefits Help Desk</b>	(416) 506-4357	infobpatech@506membersbenefits.ca
 <b>Health Care Navigation</b>	1-866-883-5956	
 <b>Cancer Assistance</b>	1-866-599-2720	
 <b>MyConsult Second Opinion Medical</b>	1-866-883-5956	clevelandclinic.ca
 <b>National Home Doctor</b>	(416) 631-3000	homedoctor.ca/book-online
 <b>Home Delivery Pharmacy</b>	1-877-796-7979	alliancepharmacy.ca

