

Changes to Your Employee Benefits Program

As a result of collective bargaining, some of your group benefits are changing.

This notice highlights only those areas in your coverage that will change. The text in **bold** indicates the change.

If you need clarification on any of the changes below or have questions about claims, you can visit GroupNet for Plan Members, Great-West Life's secure website, at www.greatwestlife.com or call their Customer Service Centre at 1-855-360-4415 (1-800-990-6654 for the deaf or hard of hearing).

For more information about your benefits program, refer to your *Benefits-at-a-Glance* brochure or *Employee Benefits Program* booklet, available on Ozone – the City's intranet site – and GroupNet for Plan Members at www.greatwestlife.com. If you don't have access to the internet, contact the HR Service Centre at 613-580-2424 ext. 47411 (HR411) to request a copy of these documents.

What's Changing Under the Health Plan

Removing the Per-Visit Maximum for Paramedical Coverage

Effective June 1, 2016, reimbursement for paramedical practitioners will continue to be based on 90% reimbursement, Great-West Life's reasonable and customary charges, up to the annual maximum. **The current per-visit maximums will be removed**, as detailed in the table below.

Until May 31, 2016	Effective June 1, 2016
<ul style="list-style-type: none"> ▪ 90% reimbursement of professional services of the following paramedical practitioners (maximums are per person per calendar year): <ul style="list-style-type: none"> – physiotherapist – \$25 for each visit, to a maximum of \$500 – chiropractor – \$25 for each visit, to a maximum of \$500, plus up to \$25 for one x-ray – psychologist – \$35 per half hour for an initial assessment, \$35 for each subsequent visit, to a maximum of \$500 – speech therapist – \$25 for an initial assessment, \$10 for each subsequent visit, to a maximum of \$225 – massage therapist, osteopath, podiatrist, naturopath – \$10 for each visit, to a maximum of \$225 for each type of practitioner, plus up to \$15 for one x-ray by an osteopath, and up to \$100 for podiatric surgery 	<ul style="list-style-type: none"> ▪ 90% reimbursement of professional services of the following paramedical practitioners (maximums are per person per calendar year): <ul style="list-style-type: none"> – physiotherapist, chiropractor, psychologist – \$500 maximum for each type of practitioner, plus up to \$25 for one x-ray by a chiropractor – speech therapist, massage therapist, osteopath, podiatrist, naturopath – \$225 maximum for each type of practitioner, plus up to \$15 for one x-ray by an osteopath, and up to \$100 for podiatric surgery

Remember, to be eligible for reimbursement your paramedical practitioner must be qualified and registered in the province in which the services are rendered.

This notice summarizes changes to certain provisions related to your group benefits program provided to you as a City of Ottawa employee. Every effort has been made to ensure accurate information. In the event of any discrepancy or misunderstanding, benefits will be paid according to applicable contracts, policies and plan documents.