2021 Annual Benefits Report



A MESSAGE FROM THE TRUSTEES

We know that the pandemic posed all kinds of difficulties for Canadians – including our members – over the past two years. And now, with the global and financial uncertainty caused by the war in Ukraine, we are being tested once again.

With COVID restrictions lifting across the country, a return to travel normalcy seems closer than ever. With a focus on much needed optimism, we thought it would be the perfect time to remind you of recent improvements made and reflect on your benefits plan's health and sustainability.

Better benefits

At the beginning of 2021 and 2022, we were able to make certain enhancements to your benefits, based on the funding available at the time. These enhancements help ensure our plan remains competitive, stable and continues to meet all our members' unique needs. For more details, please visit page four of this report.

HAVE A QUESTION ABOUT YOUR PLAN? CONTACT US!

Reach out to the OEBAC Member Call Centre by phone at 1-844-793-1919 (toll-free) – or by email at info@oebac.org.

Strength and sustainability

While we've had to face countless challenges over the last couple of years, one important thing it's shown us is that our governance model and prudent management prove we're more than capable of handling tough times – and that we're prepared to face any future volatility. Our plan has maintained its strength and sustainability; and its capacity to remain in this state looks very promising, too.

Running a benefits plan means looking toward the future, while also responding to the realities of today. Rest assured, we're always working hard to make sure you have coverages to protect you from some of life's surprises.

We wish you a healthy and happy spring.

Sincerely, Your Board of Trustees

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OEBAC service statistics

In 2021, OEBAC handled thousands of member emails, phone calls, forms and claims. Here's a look at their support, by the numbers:



Calls received
An average of
4,655 per month



Emails received An average of 2,423 per month



in-house
An average of
1,808 per month



Direct drug claims
An average of
43,355 per month



Personal Information Forms (PIFs) received An average of 365 per month

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FUND FACTS

Providing members with stable benefits, while ensuring the plan's sustainability, is our main goal – and incoming contributions play the most important part when it comes to funding. While the 2020 contributions were down compared to 2019's, we know that 2021 contributions rebounded to pre-pandemic levels.



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TOP DRUGS BY COST

Your benefits plan helps to ensure you and your dependents maintain good health – both mentally and physically. The below graphic illustrates the top 10 conditions (by cost) claimed under our plan, as well as the amounts paid for prescriptions. These top 10 conditions represented 53% of total drug costs in 2021:

Condition	Prescription count	Total amount paid	Average cost per prescription
Diabetes	40,404	\$4 million	\$98.93
Cardiovascular	74,909	\$2.1 million	\$28.23
Rheumatoid Arthritis	982	\$1.7 million	\$1,716.16
Gastrointestinal	26,169	\$1.3 million	\$51.01
Pain	48,266	\$1.1 million	\$23.04
Mental health	32,427	\$1.1 million	\$32.73
Skin conditions	4,313	\$1 million	\$236.64
Cardiac	42,590	\$0.8 million	\$18.58
Asthma	6,607	\$0.6 million	\$93.67
Multiple Sclerosis	285	\$0.6 million	\$2,121.45

TOP HEALTH SERVICES

And the graphic below illustrates the 10 most expensive health services claimed under our plan:

	\$27.1 million
Vision	
	\$7.4 million
Massage therapist	
	\$2.4 million
Chiropractor	
	\$1.8 million
Mental health services	
	\$1.7 million
Health – supplies	
	\$1.5 million
Physiotherapist	
	\$0.9 million
Hospital	
	\$0.6 million
Acupuncture	
	\$0.2 million
Naturopath	