

2019 Annual Benefits Report



TAKING CARE OF OUR OWN IUOE LOCAL 793 BENEFITS AND GROUP LEGAL PLANS

A MESSAGE FROM THE TRUSTEES

2019 was a very busy year as we transitioned to a self-administration model for our Pension, Benefits, and Group Legal Plans. The move is a significant evolution, with many stakeholders, lots of moving parts and unanticipated challenges.

There have been many accomplishments to celebrate – including transferring the data from our previous provider, setting up OEBAC online and the OEBAC mobile app, and opening the doors to our new OEBAC administration office in Oakville (right next to the Union hall). We understand some residual transition issues remain, but rest assured, the OEBAC team is working diligently to resolve them as quickly as possible. We thank you for your patience and support as we keep moving forward.

We are pleased to report that the Benefits Plan is in good financial shape. With continued active membership growth – and the contributions that come with it – our Benefits Plan remains strong. You will find a snapshot of how membership has grown over the years in this report.

The Trustees take great pride in providing comprehensive benefits coverage to help you and your family stay healthy and well, both mentally and physically. As always, we are committed to:

- Maintaining a financially strong Benefits Plan;
- Keeping pace with our members' needs;

- Ensuring we are up to date on legislative changes; and
- Understanding trends that may impact our members.

Above all, our goal is ensuring our Benefits Plan offers meaningful, affordable and sustainable benefits, today and in the future.

Sincerely,
Your Benefits Plan Board of Trustees

WHAT'S INSIDE

- Faster, easier and greener claims submission
- Just the FAQs
- Top 7 health conditions and drug costs
- How habit becomes second nature
- Important industry developments
- Our membership mix through the years
- Your Benefits Plan team

Got a question about your plans? Contact us!

OEBAC

Member Call Centre: toll-free at 1-844-793-1919

info@oebac.org

2201 Speers Road, Unit 1, Oakville, ON L6L 2X9

www.oebac.org

For the period Nov. 1, 2019 – Feb. 29, 2020, OEBAC has been extremely busy handling calls and emails from members, as well as processing claims and other items. Here is a look at what OEBAC has been handling, by the numbers:



Calls received:
31,000



Emails received:
18,400



Claims paid:
357,000



Personal Information
Forms (PIFs) received:
15,000

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FASTER, EASIER AND GREENER CLAIMS SUBMISSION **FOR OUR MEMBERS**

With the move to OEBAC, you now have access to better technology for submitting claims – including the ability to submit most of your claims online or using your mobile phone. Not only is it faster for you, but it is also a “green” alternative to paper claims.



With OEBAC online and the OEBAC mobile app, you can:

- Submit a claim
- Check the status of a claim, see the amount paid and how the claim was adjudicated
- Automatically direct any remaining claim amounts toward your Healthcare Spending Account (HCSA)
- Check how much you have left in your HCSA
- Check how much of your maximums you have spent and how much is left
- View benefit coverages and plan booklets

It is a good idea to keep copies of your claims for 18 months, in case you are audited.

JUST THE **FAQS**

The transition to self-administration has been a significant undertaking, and we continue to work hard to ensure a positive member experience. Here are answers to some common questions we have received from members during the transition process.

How can I ensure my claim gets paid quickly?

1. Provide your banking information for direct deposits.
2. Download the OEBAC mobile app.
3. Enter all required details when submitting claims.

How does electronic submission of dental claims work?

Have your dental office submit your claims electronically on your behalf. Show your OEBAC benefits card when you visit the dentist. There are generally two ways to get your claims paid:

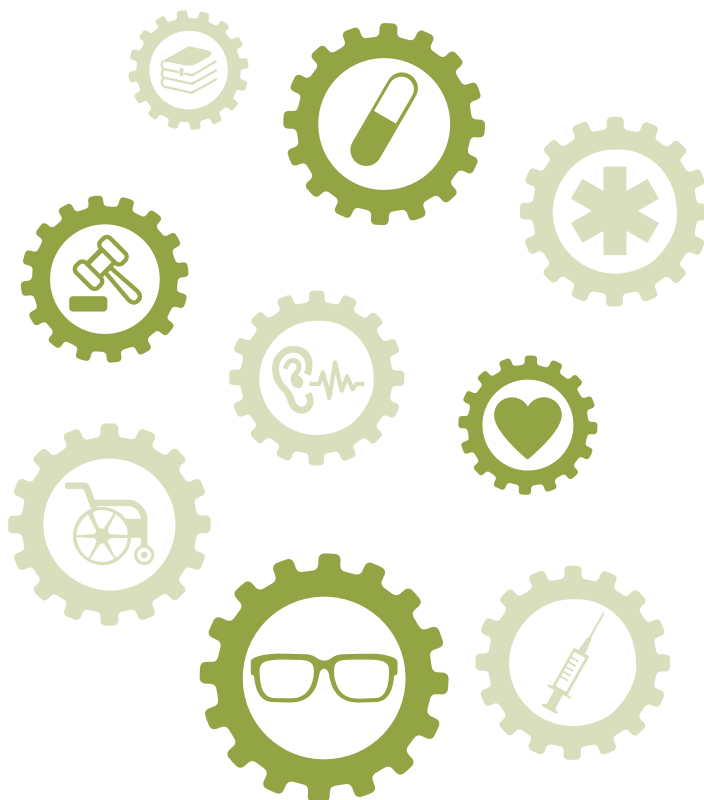
1. You pay for the services, your dental office submits your claim electronically, and you get the reimbursement – into your bank account, if you have set up direct deposits.
2. Your dental office submits your claim electronically and gets the reimbursement.

Did you know?

There are standard fees for most services. Make sure you know what you are paying for and what is covered, so you can get the most from your Benefits Plan.

Looking for information on your Benefits Plan?

Watch these videos to learn more!

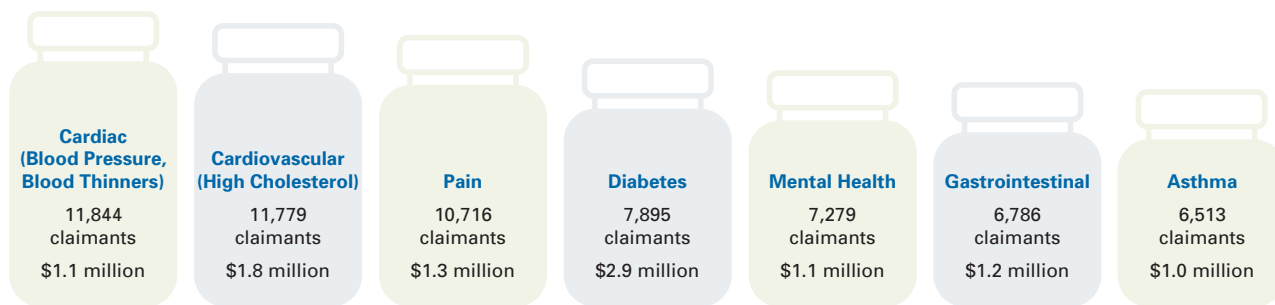


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TOP 7 HEALTH CONDITIONS AND DRUG COSTS

Helping our members when they need it the most

Your IUOE Local 793 Benefits Plan is there to help keep you and your family healthy, both mentally and physically. The graphic below shows the top conditions affecting the greatest number of plan members and their dependents in 2019, the associated drug costs to our Benefits Plan, and the total number of claimants for each condition:



The ranking of ailments affecting our members and associated drug costs has changed over the years, but there are some significant conditions that remain prevalent each year. Drug prescriptions associated with the seven (7) most common conditions affecting our members (Cardiac, Cardiovascular, Pain, Diabetes, Mental Health, Gastrointestinal and Asthma) represent 50% of the 2019 total drug spend.

In recent years, our members have benefitted from greater access to specialty drugs for treatment of chronic conditions, such as Arthritis, Diabetes, Asthma and many others. Depending on your personal situation, these targeted therapies can be more effective than traditional drugs, and your plan provides coverage for these treatments. Did you know some of these new drugs, while expensive, are life changing? There are even medications that cure more than 95% of people with Hepatitis C.

As you know, your benefits are administered by OEBAC and provided through a benefit trust. The trust is funded by your contributions, so there is no big insurance company picking up the tab! We encourage you to use the plan for the benefits you need – that is what it is there for. But we also encourage you to use it responsibly, for the benefit of all our members.

Did you know?

You can get your maintenance medications in a 90-day supply instead of a 30-day supply. It is more convenient for you and makes it much easier to manage your health on an ongoing basis.

HOW HABIT BECOMES SECOND NATURE

Every day, we go to work, and we have the tendency to repeat the same activities. It is often difficult or challenging for us to change our routine. Over time, we do not notice how this impacts us. These habits can lead to medical issues such as diabetes or cardiovascular disease.

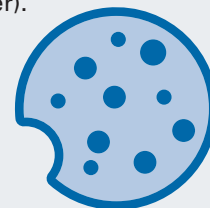
Eating a donut today has limited health consequences. However, eating a donut every day WILL lead to disease. Not wearing your protective gear today or tomorrow may not make a difference. NOT using your protective gear every day for 10, 20, 30 or 40 years WILL lead to disastrous health consequences. OEBAC sees the impact in disability claims.

Take a small step today towards better health. Choose one of the following:

- Avoid eating that second cookie for dessert.
- Stop adding salt to your food.
- Add less sugar to your coffee (or cut out the sugar altogether).

And, wear your protective gear!

Live well, and live long!



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IMPORTANT INDUSTRY DEVELOPMENTS

What's happening in the benefits world and how it impacts our members

A key part of the Trustees' job is to stay informed on legislative and regulatory changes, and industry trends, so we can better understand how they could impact our plans and their members. Here are some recent developments.

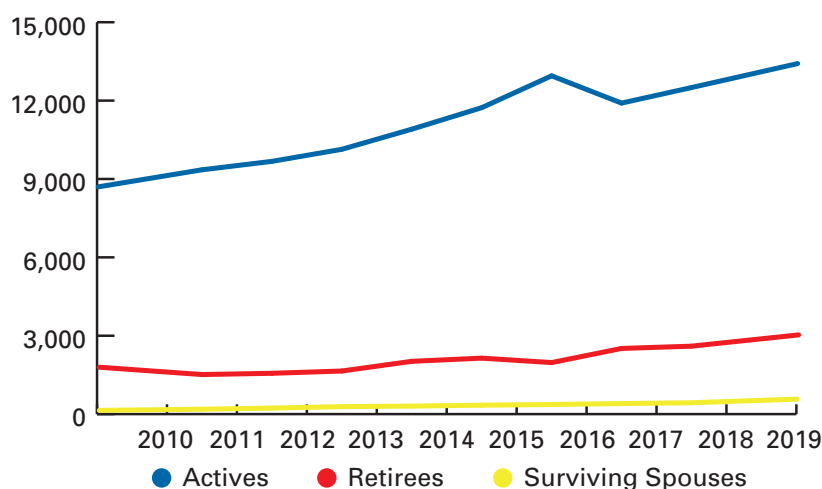
End to OHIP travel coverage: As of January 1, 2020, Ontario residents are no longer eligible for up to \$400 per day for out-of-country hospital care through OHIP

(our provincial health plan). Your Benefits Plan will reimburse you up to \$150 for insurance you purchase for out-of-country medical coverage.

Expanded scope of practice for nurses – Last October, the Ontario government introduced measures allowing registered nurses (RNs) to prescribe drugs for certain non-complex conditions. This could make it easier to get more timely medical treatment.

OUR MEMBERSHIP MIX THROUGH THE YEARS

Year over year, membership in the Benefits Plan is increasing. These additional members and contributions are helping to improve the ability of the Benefits Plan to provide exceptional coverage for our members.



YOUR BENEFITS PLAN TEAM

Trustees Union

Brian Alexander
Steve Booze
Joe Dowdall
Michael Gallagher
John Kelly
Joe Redshaw

Management

Mike Cianchetti
Robert Dulepka
Jason Hanna
Denis Shank
Jim Vlahos

Administrator OEBAC

Consultant Eckler Ltd.

Investment manager

Ridgewood Capital
Asset Management

Auditor

BDO Canada LLP

Insurance company

(for life insurance)
Manulife Financial

A FINAL WORD | This report provides summary information about the IUOE Local 793 Life and Health Benefits Plan. The plan is administered by the IUOE Local 793 Board of Trustees, c/o OEBAC, 2201 Speers Road, Unit 1, Oakville, ON L6L 2X9. Every effort has been made to provide accurate information, but if there is any discrepancy between the information contained here and the official plan reports and other documents, the official documents will apply.

