



**Nutreco Canada**  
**Contract Salaried Employees**

Group Number: 91726-005

Date of Issue: July 1, 2013

## TABLE OF CONTENTS

---

AN OVERVIEW OF YOUR GROUP COVERAGE.....	1
BENEFITS OVERVIEW .....	5
BLUE CROSS CONTACT INFORMATION .....	6
SUMMARY OF BENEFITS .....	7
ANNEX A – EXTENDED HEALTH BENEFITS.....	16
LIFE BENEFIT .....	17
BASIC ACCIDENTAL DEATH AND DISMEMBERMENT BENEFITS (underwritten and administered by AIG Insurance Company of Canada).....	18
HOSPITAL BENEFIT – IN CANADA ONLY .....	20
DRUG BENEFIT – IN CANADA ONLY .....	21
EXTENDED HEALTH BENEFIT – IN CANADA ONLY .....	23
EXTENDED HEALTH BENEFIT – REFERRALS OUTSIDE CANADA.....	30
WORLDWIDE TRAVEL BENEFIT.....	31
DENTAL BENEFIT – IN CANADA ONLY .....	36
CARDHOLDER SITE .....	41
PRIVACY PROTECTION PRACTICES.....	42

This booklet summarizes the benefit plan for the eligible employees of Nutreco Canada as of November 1, 2012. If there are any discrepancies between the information in this booklet and the group policy, the group policy will take priority. Nutreco Canada reserves the right to modify the contents of this booklet and related contracts at any time.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

---

Nutreco Canada, hereafter called Nutreco, has provided a program covering your medical and financial security. This program is offered to you through Medavie Inc. and Blue Cross Life Insurance Company of Canada.

The information contained in this booklet is an overview of the provisions of the policy between Nutreco, and Medavie Inc. and Blue Cross Life Insurance Company of Canada. Included is a summary of your benefits and pertinent information that you will require to optimize the coverage available to you and your family.

This booklet together with your identification card contains important information and must therefore be kept in a safe place.

Where legislated, you have the right to request a copy of the group policy details pertaining to your insured coverage, a copy of your application for benefits, and any written statements or other records provided to Medavie Inc. and Blue Cross Insurance Company of Canada as evidence of your health. You may also request, with reasonable notice, a copy of the contract for insured benefits. The first copy will be provided at no cost to you. A fee may be charged for subsequent copies. All requests for copies of documents should be directed to Medavie Inc.

Please note that the masculine gender has been used indiscriminately throughout this document in order to facilitate its reading.

### ***Group Insurance Eligibility***

To be eligible for group coverage, you must be a contract salaried employee who is a resident of Canada, covered under your provincial government plan, actively at work and working the set amount of hours per week that are defined by your employer. Coverage commences immediately upon employment.

To participate in your group plan, you must complete your selections within the online enrolment tool within 31 days of becoming eligible, and forward the appropriate forms to your group administrator.

Your dependents are covered on the date you become covered, or on the date they become your dependents.

If not actively at work when you would normally have become eligible, your coverage will commence when you return to work on a full-time basis.

### ***Definition of Dependents***

Your dependents are:

- a) Your spouse, who is the person to whom you are married, or the person that you introduce as your spouse and with whom you have been living in a conjugal relationship for at least one year.
- b) Your unmarried children who are your financial dependents and
  - are under 21 years of age, or
  - are under 25\* years of age if full-time students attending an institution providing instruction at a secondary, college or university level, as a duly registered student, or
  - regardless of their age, if they live with you and have become totally and permanently disabled before age 21 (or age 25\* if a student).

\*subject to applicable legislation

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

---

### ***Policy Year***

The policy year for your group runs from November 1<sup>st</sup> to October 31<sup>st</sup>.

### ***Proof of Health Requirement***

You must submit proof of health if your application for coverage for yourself or your dependents is presented to Medavie Inc. and Blue Cross Insurance Company of Canada more than 31 days after the eligibility date.

### ***Conversion Privilege***

If you should terminate employment, you may convert to an Individual plan currently issued by Blue Cross provided that application is made within 31 days following your date of termination. This conversion privilege is also available to the spouse, or where required by provincial legislation, dependent child.

### ***Filing a Claim***

#### **Hospital Benefit**

If you or one of your dependents are hospitalized, simply show your identification card at the time you are being admitted. The claim will be forwarded to Medavie Inc. by the hospital.

#### **Drug Benefit**

Reimbursement drugs (those not provided by a pharmacy) - complete the claim form, attach the original receipts and forward to Medavie Inc. (See contact information).

The duly completed claim form must be sent to Medavie Inc. no later than 24 months after the date on which expenses were incurred or within a time agreed upon by Medavie Inc. when contract terminates.

Pay direct drugs (those provided by a pharmacy) - simply show your identification card and the provider will arrange to bill Medavie Inc.

#### **Extended Health Benefit**

Complete the claim form, if applicable, attach the original receipts and forward to Medavie Inc. (See contact information).

The duly completed claim form must be sent to Medavie Inc. no later than 24 months after the date expenses are incurred or within a time agreed upon by Medavie Inc. when contract terminates.

#### **Travel Benefit**

Please call the toll free number on the back of your identification card for assistance when an unexpected illness or injury occurs while travelling outside your province of residence.

Every effort will be made by Medavie Inc. to direct you towards the appropriate medical treatment and assist you in making payment to the providers of service and coordinate with your provincial government plan. However, under certain circumstances, Medavie Inc. will require you to obtain and directly send original, detailed receipts for all expenses incurred outside your province of residence to your provincial government health plan for their consideration and payment. Please ensure you retain a copy of these receipts as you will need to submit them along with the provincial government health plan proof of payment statement directly to Medavie Inc. (See contact information). This procedure should be followed when purchasing drugs, incurring medical services not pre-approved by Medavie Inc. (some exceptions may apply) and when incurring medical services within Canada (that will be covered by your provincial health plan). Please provide your identification number when submitting a claim to Medavie Inc..

Claims for services outside of Canada are paid by Medavie Inc. in Canadian currency based on the rate of exchange in effect at the conclusion of the services.

The duly completed claim form must be filed with Medavie Inc. no later than six months after the date expenses are incurred.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

---

### **Dental Benefit**

Reimbursement can be made electronically through the CDA Net; you must present your identification card to your dentist at every visit. Two reimbursement options are possible depending on your dentist's preference:

- a) You only have to pay for the excess expenses not covered by coinsurance. The coinsurance amount is paid directly to the dentist by Medavie Inc.; or
- b) You pay the total amount requested by your dentist and you will receive in the next few days the portion of the expenses refundable by your plan.

If, however, your dentist cannot use the electronic transaction network, complete and submit a dental claim form with original receipts to Medavie Inc. (See contact information). The duly completed claim form must be sent to Medavie Inc. no later than 24 months after the date on which expenses were incurred or within a time agreed upon by Medavie Inc. when contract terminates.

Note: For coverage purposes, you and your dependents are deemed covered under the Hospital and Health Insurance Act in your province of residence.

### **Hospital, Travel, Drug, Extended Health Benefit and Dental Benefits**

Claims will be administered by the Blue Cross plan in the Covered Employee's province of residence.

### **Group Life Benefit**

Proof of claim must be submitted as soon as reasonably possible after the loss, and in no event later than one year from the date of the loss.

## **AN OVERVIEW OF YOUR GROUP COVERAGE**

---

### ***Limitation Periods for Legal Action***

Every action or proceeding against an insurer (i.e. Medavie Inc. and Blue Cross Life Insurance Company of Canada) for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the Insurance Act.

### ***Coordination of Benefits***

If you or one of your dependents is covered under another health plan, the benefits payable under this plan and any other plan will be coordinated so that payments from all sources do not exceed the expenses actually incurred. Coordination of benefits will be done in accordance with the guidelines of the Canadian Life and Health Insurance Association (CLHIA).

The benefit payable to you or one of your dependents follows the order described below:

- a) The benefits payable under a plan that does not include a co-ordination of benefits clause are payable before those which would otherwise be payable under this plan.
- b) The benefits of any plan that includes a co-ordination of benefits clause are payable in the following order:
  - the plan where you qualify as an employee
  - the plan where you qualify as a dependent

If you (or one of your dependents) are covered under more than one plan as an employee, benefits are payable in the following order:

- the plan under which you are an active full-time employee,
- the plan under which you are an active part-time employee,
- the plan under which you are a retiree.

For the co-ordination of benefits for dependent children priority will go to the plan of:

- the parent with the earlier birth date in the calendar year,
- the parent whose first name begins with the letter that comes first in the alphabet, if both parents have the same birth date.

Dependent children whose parents are separated or divorced; priority will go to the plan of:

- the parent with custody of the child,
- the spouse of the parent with custody of the child,
- the parent who does not have custody of the child,
- the spouse of the parent who does not have custody of the child.

When the benefits due under this policy are payable after any other plan, the benefits payable are equal to the lesser of the following amount:

- a) The total benefits that would have been payable in the absence of the Coordination of Benefits provision,
- b) The total eligible expenses under your current plan less the benefits payable under any other plan. The benefits payable under any plan include those which you or one of your dependents would have been entitled had you duly submitted a claim.

"Plan" shall mean any coverage providing payment for medical treatment, services or supplies under any group, family, creditor or savings insurance coverage, and/or any government-sponsored plan providing coverage for similar care.

## **BENEFITS OVERVIEW**

---

The benefits enrolment site provides you with the opportunity to complete your enrolment information

### ***Enrolment Details***

You are eligible for the following benefits:

- Basic Life Benefits
- Basic AD&D Benefits (underwritten and administered by AIG Insurance Company of Canada)
- Health and Dental Benefits

Enrolment into the Health and Dental Benefits plan is mandatory; you may only opt out of Health and Dental Benefits if you already have alternative coverage through your spouse. Evidence of such alternate coverage must be provided.

For detailed benefit options, please refer to the Summary of Benefits.

### ***Enrolment System***

The benefits enrolment site is simple to use, available 24 hours a day, 7 days a week, and is delivered in a secure environment.

Your group administrator will provide you with your log-in information.

### ***First-Time Enrolment***

You can enrol once your employment begins. You must complete your enrolment within 31 days of becoming eligible.

If you have not completed your plan selection within the 31 day enrolment period, you will be automatically registered under single status.

### ***Changing Your Coverage***

You may change your benefit selections or status between annual enrolments if you experience a life event change.

Life event changes are as follows:

- 1) You are adding your first eligible dependent, or will no longer have any eligible dependents as a result of one of the following:
  - a) Marriage or common law union
  - b) Birth or adoption of a child
  - c) Divorce or legal separation
  - d) Dependent no longer meets eligibility criteria
  - e) Death of an eligible dependent
- 2) You have lost coverage under your spouse's plan

A change as a result of a life event must be made within 31 days. Evidence of health will be required if you have not applied for your change within this timeframe.

For more information on your benefits enrolment site, please contact your group administrator.

## **BLUE CROSS CONTACT INFORMATION**

---

Blue Cross has offices at the following locations to answer any inquiries you may have relating to your group coverage or to allow you to submit claims.

<b>ATLANTIC CANADA</b>	P.O. Box 220, 644 Main St. Moncton, NB E1C 8L3
<b>QUEBEC</b>	550 Sherbrooke Street West Suite B9 Montreal, PQ H3A 6T6
<b>ONTARIO</b>	P.O. Box 2000 185 The West Mall, Suite 1200 Etobicoke, ON M9C 5P1
<b>Customer Inquiry</b>	<b>Toll Free 1-800-355-9133</b>
<b>MANITOBA</b>	599 Empress Street P.O. Box 1046 Station Main Winnipeg, MB R3C 2X7
<b>SASKATCHEWAN</b>	P.O. Box 4030 516 Second Avenue N Saskatoon, SK S7K 3T2
<b>ALBERTA</b>	10009 - 108 <sup>th</sup> Street NW Edmonton, AB T5J 3C5
<b>BRITISH COLUMBIA</b>	Pacific Blue Cross 4250 Canada Way P.O. Box 7000 Burnaby, BC V6B 4E1
<b>Customer Inquiry</b>	<b>Toll Free 1-888-873-9200</b>
<b>While Traveling:</b>	<b>1-800-563-4444 (From Canada or the United States)</b> <b>1-506-854-2222 (collect from anywhere else)</b>



## SUMMARY OF BENEFITS

---

### COVERED EMPLOYEE'S BASIC LIFE BENEFIT

---

<b>Benefit Formula</b>	2 times the annual salary
<b>Rounding Method</b>	To the next higher \$1,000
<b>Maximum</b>	\$750,000
	Evidence of health is required for any amounts above \$750,000
<b>Termination</b>	The earlier of retirement, termination of employment or age 70

---

### ACCIDENTAL DEATH AND DISMEMBERMENT BENEFIT\*

---

<b>Benefit Formula</b>	2 times the annual salary
<b>Maximum</b>	\$1,000,000

---

**\*These benefits are underwritten and administered by another carrier. Please contact your group administrator for benefit details.**

## SUMMARY OF BENEFITS

---

### GENERAL INFORMATION

#### Applicable to All Health and Dental\* Plan Options

---

<b>Policy Year</b>	Runs from November 1 <sup>st</sup> to October 31 <sup>st</sup>
<b>Deductible (per policy year)</b>	<b>Hospital Benefit:</b> Nil <b>Drug Benefit:</b> \$5 per participant per prescription <b>Extended Health Benefit:</b> Nil <b>Worldwide Travel Benefit:</b> Nil <b>Dental Benefit:</b> Nil
<b>Payment Type</b>	<b>Hospital Benefit:</b> Direct payment to provider <b>Drug Benefit:</b> Direct payment to pharmacy (drug card), or reimbursement for drugs not dispensed by a pharmacy <b>Extended Health Benefit:</b> Reimbursement <b>Worldwide Travel Benefit:</b> Direct payment to the provider, or reimbursement <b>Dental Benefit:</b> Reimbursement or direct payment (through CDA net)
<b>Survivor Benefit</b>	12 months
<b>Termination</b>	The earlier of retirement or termination of employment

**\*Health and Dental Benefits include the Hospital Benefit, Drug Benefit, Extended Health Benefit, Worldwide Travel Benefit, and the Dental Benefit.**

**SUMMARY OF BENEFITS**

**HOSPITAL BENEFIT  
In Canada Only**

<b>BENEFIT DESCRIPTION</b>	<b>BENEFIT DETAILS</b>
<b>Co-insurance</b>	100%
<b>Room Accommodation</b>	<p><b>Active Care:</b> Semi-private</p> <p><b>Convalescent Care:</b> Room and Board</p> <p><b>Chronic Care:</b> Room and Board</p> <p><b>Physical Rehabilitation:</b> Semi-private</p> <p><b>Rehabilitation Facility (Substance Abuse - Drugs and Alcohol):</b> Room and Board</p>
<b>Maximum</b>	<p><b>Active Care:</b> up to \$125 per day</p> <p><b>Convalescent Care:</b> \$20 per day to a maximum of 180 days per occurrence</p> <p><b>Chronic Care:</b> \$20 per day to a maximum of 180 days per occurrence</p> <p><b>Physical Rehabilitation:</b> \$20 per day to a maximum of 180 days per occurrence, in combination with Rehabilitation Facility (Substance Abuse - Drugs and Alcohol)</p> <p><b>Rehabilitation Facility (Substance Abuse - Drugs and Alcohol):</b> \$20 per day to a maximum of 180 days per occurrence, in combination with Physical Rehabilitation</p>
<b>Overall Maximum</b>	Unlimited

## SUMMARY OF BENEFITS

### DRUG BENEFIT In Canada Only

BENEFIT DESCRIPTION	BENEFIT DETAILS
<b>Co-insurance</b>	90%
<b>Eligible Benefits</b>	<ul style="list-style-type: none"> <li>• Drug Benefit</li> <li>• Diabetic Supplies (needles, syringes, test strips and lancets only)</li> <li>• Smoking Cessation Products (prescription drugs only) - limited to \$500 per lifetime</li> <li>• Injectable Vitamins</li> <li>• Allergy Sera</li> <li>• Fertility Benefits - limited to \$500 per lifetime</li> <li>• Anti-Obesity Drugs - limited to \$500 per policy year</li> <li>• Erectile Dysfunction Benefits (oral products only) - limited to \$500 per policy year</li> <li>• Vaccines</li> </ul>
<b>Maximum</b>	<ul style="list-style-type: none"> <li>• Unlimited maximum</li> <li>• For QC residents, meets Régie de l'assurance-maladie du Québec (RAMQ) requirements</li> </ul>

## SUMMARY OF BENEFITS

---

### EXTENDED HEALTH BENEFIT In Canada Only

---

#### PARAMEDICAL PRACTITIONERS\*

Psychologist/Social Worker, Chiropractor (includes one x-ray per policy year), Naturopath, Osteopath (includes one x-ray per policy year), Chiropodist/Podiatrist (includes one x-ray per policy year), Speech Therapist, Physiotherapist, Acupuncturist and Massage Therapist.

---

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Co-insurance</b>	90%
<b>Per practitioner maximum</b>	\$400 per practitioner per policy year, with the exception of physiotherapist which is \$600 per policy year
<b>Overall combined maximum</b>	Unlimited

\*All practitioners subject to a U&C maximum per visit.

**U & C - Usual, Customary and Reasonable: Usual, Customary and Reasonable means the normal charges for similar services made by other providers of the same standing in the locality or geographical area where the charge is incurred, as determined by Medavie Inc., or in accordance with a payment schedule established by Medavie Inc.**

**SUMMARY OF BENEFITS**

**EXTENDED HEALTH BENEFIT  
In Canada Only**

**MEDICAL EXPENSES**

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Co-insurance</b>	90%
<b>Nursing Care*</b>	\$20,000 per policy year
<b>Ambulance Transportation</b>	\$1,000 per policy year
<b>Orthopedic Shoes and Molded Arch Orthotics</b>	\$400 per policy year combined maximum
<b>Compression Garments</b>	4 pairs per policy year (up to U&C)
<b>Prosthetics (limbs, eyes)</b>	One prosthetic appliance for each limb per lifetime (up to U&C)
<b>Mobility Aids - Crutches and Canes</b>	Purchase is one per lifetime, rental is one per month (up to U&C)
<b>Mobility Aids - Casts and Splints</b>	Purchase is up to U&C, rental is one per month
<b>Durable Medical Equipment</b>	Up to U & C (see Annex A)
<b>Pneumatic Compression Pump</b>	Purchase is one per 5 policy years, rental is one per month (up to U&C)
<b>Diabetic Equipment</b>	\$700 per lifetime, insulin pump is limited to one per 5 policy years
<b>Hearing Aids</b>	\$600 per 5 policy years
<b>TENS (purchase or rental)</b>	\$300 combined maximum per 5 policy years
<b>Diagnostic Tests**</b>	\$1,000 per policy year
<b>Radiotherapy/ Coagulotherapy</b>	Up to U & C
<b>Blood Plasma/Blood Transfusion</b>	Up to U & C
<b>Compound Serums</b>	Up to U & C
<b>Varicose Vein Injections</b>	Up to U & C
<b>Accidental Dental Care*</b>	Subject to authorization

\* Benefits subject to pre-authorization

\*\* Diagnostic imaging services coverage in Quebec only

**SUMMARY OF BENEFITS**

**EXTENDED HEALTH BENEFIT  
In Canada Only**

**MEDICAL EXPENSES**

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Co-insurance</b>	90%
<b>Intrauterine Contraceptive Device (IUD)</b>	\$75 per 2 policy years
<b>Wigs</b>	\$300 per policy year (see page 24 for eligibility details)
<b>Breast Prosthesis</b>	\$200 per breast per policy year (includes repairs and adjustments)
<b>Manual or Electric Hospital-Type Bed (including mattress and safety side rails)</b>	Purchase is one per 5 policy years (up to U&C)
<b>Wheelchair (Manual or Electric)/Scooter</b>	Purchase is one per 5 policy years, rental is two per month (up to U&C)

**EXTENDED HEALTH BENEFIT\*  
In Canada Only**

**VISION CARE**

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Co-insurance</b>	100%
<b>Eye Examination</b>	One eye examination (up to U & C)/24 consecutive months
<b>Contact Lenses Due to Disease</b>	\$150 per lifetime
<b>Visual Training</b>	\$150 per lifetime
<b>Lenses/Frames/ Contact Lenses/ Laser Eye Surgery</b>	\$200 every 24 consecutive months
<b>Additional Lenses/Frames (when due to surgical procedure or treatment of keracotonus)</b>	One pair of eye glasses, limited to \$100 per lifetime

## SUMMARY OF BENEFITS

---

### EXTENDED HEALTH BENEFIT\* Outside Canada Only

---

#### PHYSICIAN REFERRALS

---

<b>Referrals Outside Canada</b>	<b>Co-insurance: 100%</b> <b>Maximum: \$500,000 per lifetime on pre-approval</b>
---------------------------------	---

---

#### WORLDWIDE TRAVEL BENEFIT

---

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Co-insurance</b>	100%
<b>Hospital and Medical Benefit</b>	\$2,000,000 / participant per incident; limited to the first 60 days of a trip
<b>Travel Assistance</b>	Provided by CanAssistance Inc.



**SUMMARY OF BENEFITS**

**DENTAL BENEFIT  
In Canada Only**

<b>BENEFIT DESCRIPTION</b>	<b>MAXIMUM</b>
<b>Preventive Care</b>	<b>Co-insurance:</b> 90% <b>Maximum:</b> \$2,000* per policy year
<b>Basic</b>	<b>Co-insurance:</b> 90% <b>Maximum:</b> \$2,000* per policy year
<b>Major</b>	<b>Co-insurance:</b> 50% <b>Maximum:</b> \$2,000* per policy year
<b>Orthodontic</b>	<b>Co-insurance:</b> 50% <b>Maximum:</b> \$1,500 per lifetime
<b>Fee Guide Schedule</b>	Current year
<b>Number of Recall Examinations, Polishing and Topical Application of Fluoride</b>	1 per 6 consecutive months for dependent children age 15 and under, 1 per 9 consecutive months for all other participants
<b>Oral hygiene instruction</b>	two instructions per lifetime
<b>Occlusal adjustments</b>	4 units** every 12 consecutive months

\*Preventive Care, Basic and Major are subject to a combined maximum

\*\* A unit of time is equal to 15 minutes of service



To access a wealth of savings on medical, vision care and many other products and services, visit [www.blueadvantage.ca](http://www.blueadvantage.ca).

## SUMMARY OF BENEFITS

### ANNEX A – EXTENDED HEALTH BENEFITS

#### ***Applicable in Canada***

Prosthetics are subject to a frequency of one per lifetime. If due to physiological/pathological change to the residual limb, medical documentation of such will be considered, up to U&C.

Repairs and/or adjustments are provided to a maximum of \$300 per policy year, with the exception of breast prosthesis which is \$200 per policy year combined with the initial purchase.

Durable medical equipment is subject to pre-authorization and purchase at the discretion of Medavie Inc.

Other medical services and supplies as prescribed:

- Oxygen and rental of equipment for the administration thereof are subject to pre-authorization and purchase at the discretion of Medavie Inc,
- Wheelchair/scooter cushions and inserts: one every five (5) policy years,
- Cranial remolding helmet (limited to two per lifetime),
- Patient lifter (up to U&C),
- Ostomy supplies and incontinence supplies up to U&C,
- Artificial larynx subject to a frequency of one per lifetime up to U&C,
- Charges for the repair of artificial larynx: \$300 per policy year,
- Burn pressure garments: \$500 per policy year,
- Surgical brassieres: limited to two per policy year,
- Speech aids: \$500 per lifetime,
- Spacing devices up to U&C,
- Allergy testing materials: \$50 per policy year,
- Sleeves for lymphedema: two per policy year.

## **LIFE BENEFIT**

---

The Life Benefit plan offers the amounts of Life Benefit protection required to meet your needs.

### ***Basic Life Benefit***

Your Basic Life Benefit amount is as specified in the Summary of Benefits.

Coverage terminates when your employment terminates, at retirement or at age 70, whichever occurs first.

### ***Naming of Beneficiary***

You are required to name your beneficiary for your Life Benefits.

If you designate “estate”, be sure you have a will, otherwise estate taxes will apply. If you name a child who is under age 18, benefits cannot be paid directly to that child. You must indicate on the beneficiary designation form that the beneficiary is “in trust”; if a benefit becomes payable, the payment will be made to a designated trustee. Be sure to provide the full name and relationship of the trustee.

If you are a resident of Quebec: The appointment of your spouse as a beneficiary is irrevocable, which means it cannot be changed without your spouse’s consent, unless you specify that the designation is revocable.

If two or more beneficiaries are designated (other than alternatively), and no division of the benefit is declared, then the benefit is payable to the beneficiaries in equal shares.

If your beneficiary predeceases you, and you have not indicated this beneficiary’s share of the Life Benefit, the deceased beneficiary’s share is payable.

- To the surviving beneficiary,
- To the surviving beneficiaries in equal shares, if there is more than one surviving beneficiary, or
- To your personal representative, if there is no surviving beneficiary.

You can change your beneficiary at any time (unless you have designated an irrevocable beneficiary) by completing a beneficiary change form available from the online enrolment tool or from your group administrator.

### ***Payment of Benefits***

Upon your death, Blue Cross Life Insurance Company of Canada will pay, to your named beneficiary the amount of your Basic Life Benefit.

### ***Conversion Privilege***

If your employment terminates on or before you reach age 65, you may request, within 31 days of such termination, to convert your coverage to an individual coverage policy, up to \$200,000 or higher where required by applicable provincial legislation without having to submit evidence of health. The individual coverage premium is determined according to Blue Cross Life Insurance Company of Canada’s rate schedule in force at the time of conversion, taking into consideration the amount of coverage, your age and the risk category to which you will belong at the time.

Your spouse is also entitled to this conversion right to an individual coverage policy within the 31 days of your coverage termination or the 31 days of the date he ceases to be eligible as a dependent spouse.

This conversion option also applies to termination of coverage which becomes effective at specific ages.

**BASIC ACCIDENTAL DEATH AND DISMEMBERMENT BENEFITS (underwritten and administered by AIG Insurance Company of Canada)**

**Basic Accidental Death and Dismemberment Benefits are not underwritten by Medavie Inc. or Blue Cross Life Insurance Company of Canada. Please contact your group administrator for further details on these benefits.**

The amount for which each eligible person is covered is known as the principal sum. The full principal sum is payable in the event of accidental death. A percentage of the principal sum is payable in the event of other eligible losses, in accordance with the following schedule of benefits.

<b>Loss</b>	<b>Percentage of Principal Sum</b>
Loss of life	100%
Loss of both hands or both feet	100%
Loss of entire sight of both eyes	100%
Loss of one hand and one foot	100%
Loss of one hand or one foot and entire sight of one eye	100%
Loss of speech and loss of hearing in both ears	100%
Loss of use of both arms	100%
Loss of use of both hands	100%
Loss of one hand or one foot	75%
Loss of use of one hand or one foot	75%
Loss of speech or hearing	75%
Loss of entire sight of one eye	75%
Loss of thumb and index finger of the same hand	33 1/3%
Loss of four fingers of same hand	33 1/3%
Loss of hearing in one ear	66 2/3%
Loss of all toes of one foot	25%
Loss of one arm or one leg	80%
Loss of use of one arm or one leg	80%
Quadriplegia (total paralysis of upper and lower limbs)	200%
Paraplegia (total paralysis of both lower limbs)	200%
Hemiplegia (total paralysis of upper and lower limbs of one side of the body)	200%

**Note:** If you or an insured dependent suffer multiple losses in the same accident, the maximum amount payable is 100% of the principal sum (except for paraplegia, quadriplegia or hemiplegia where the amount payable will not exceed 200% of the principal sum).

## **BASIC ACCIDENTAL DEATH AND DISMEMBERMENT BENEFITS (underwritten and administered by AIG Insurance Company of Canada)**

---

### ***Other AD&D Benefits***

As part of your basic AD&D insurance, you may also be eligible for:

- In-hospital indemnity benefit — a cash benefit if you are hospitalized as a result of an accident
- Repatriation of your body if you die in an accident
- Rehabilitation (job training) for you up to three years from the date of the accident
- Occupational training for your spouse if you die in an accident
- Transportation of a family member to you if you are hospitalized after an accident
- Education for your dependent children who are enrolled in post-secondary education if you die in an accident
- Day-care for your dependent children under age 13 if you die in an accident
- Increased benefit if you are wearing your seat belt when injured in a car accident
- Alterations of your home or vehicle to accommodate disabilities sustained in an accident
- Privilege to convert to an individual insurance contract within 30 days of termination.

Specific maximums may apply to these benefits.

You automatically receive company-paid Business Travel Accident Insurance which pays a benefit in the amount of 3 times your basic annual earnings in the event of accidental death or other eligible losses while you are travelling on company business.

### ***Limitations and Exclusions***

AD&D insurance is not payable for losses resulting from:

- Suicide or attempted suicide, while sane, self-destructive or insane
- Injury caused as a consequence of riding as a passenger or otherwise in any vehicle or device used for aerial navigation, except for chartered commercial or military aircraft
- Declared or undeclared war or any related act
- Active full-time service in the armed forces of any country
- Undergoing the medical or surgical treatment of sickness, disease, or bodily or mental infirmity.

Other limitations and exclusions may apply. Contact your Group Administrator for more information.

## **HOSPITAL BENEFIT – IN CANADA ONLY**

---

This benefit covers eligible expenses incurred by you or your dependents and the percentage of reimbursement specified in the Summary of Benefits, providing eligible expenses are incurred in Canada, except for Referrals outside Canada.

### ***Eligible Expenses***

The usual and necessary expenses from a medical point of view and recommended by a physician are reimbursed at the percentages and up to the maximums specified in the Summary of Benefits. Reimbursement will be considered only when the services are provided by an approved provider as identified by Medavie Inc.

### ***HOSPITALIZATION***

#### Hospital Room Benefit

Hospitalization charges when you are admitted as an inpatient in a hospital for active care after the effective date of your coverage and for as long as you are entitled to covered services, subject to the maximum reimbursement specified in the Summary of Benefits. The preferred accommodation is specified in the Summary of Benefits.

#### Convalescent Care

Charges for convalescent care, if you have been admitted less than 14 days after obtaining your discharge from a hospital where you have been receiving active treatment, subject to the daily maximum and maximum number of days specified in the Summary of Benefits.

#### Chronic Care

Charges for chronic care when admitted on the recommendation and written approval of a physician, subject to the daily maximum and maximum number of days specified in the Summary of Benefits.

#### Physical Rehabilitation

Charges for rehabilitative care after the effective date of your coverage, subject to the daily maximum and maximum number of days specified in the Summary of Benefits.

#### Rehabilitation Facility (Substance Abuse - Drugs and Alcohol)

Charges for room and board after the effective date of your coverage, subject to the daily maximum and maximum number of days specified in the Summary of Benefits.

### ***Survivor Benefit***

After your death, your dependents continue to be covered up to the earliest of the following dates:

- a) 12 months after the date of your death,
- b) The date they cease to be eligible dependents,
- c) The effective date of any similar coverage with another insurer, or
- d) The termination date of the group policy.

## **DRUG BENEFIT – IN CANADA ONLY**

---

This benefit covers expenses for eligible drugs as defined by Medavie Inc. and is subject to any deductible, co-insurance or maximum listed in the Summary of Benefits.

Medavie Inc. may, on an ongoing basis, add, delete or amend the list of eligible drugs on any list hereinafter mentioned. Certain drugs may require prior authorization to be eligible for payment as identified by Medavie Inc..

Drugs must be dispensed by a provider approved by Medavie Inc..

When an eligible interchangeable drug has been prescribed, Medavie Inc. adheres to the mandatory substitution legislation in each province.

Medavie Inc. will reimburse only for the lowest priced interchangeable drug when prescribed by a physician and dispensed by an approved provider, unless the physician indicates no substitution.

Eligible expenses are considered to have been incurred on the date the services are rendered or the product is supplied.

Certain prescription-requiring drugs on the eligible drug benefit list are eligible benefits on an individual Participant basis based on specific medical needs and when approved by the Company under the Special Authorization process.

### ***Deductible***

The deductible is the portion of eligible expenses that you must pay before Medavie Inc. begins to reimburse expenses eligible under this policy, if applicable.

### ***Eligible Expenses***

The plan refunds the following expenses, according to the percentage of reimbursement specified in the Summary of Benefits:

Expenses for drugs which require a prescription by law, approved by Medavie Inc., and prescribed by a doctor or dentist are eligible. In addition, certain drugs prescribed by other qualified health professionals will be considered if the applicable provincial legislations permit the professional to prescribe those drugs.

### ***Expenses not Reimbursed by the Plan***

Incurred expenses for the following products or drugs are excluded:

- products not approved by Medavie Inc.,
- products for the care of contact lenses,
- proteins or dietary supplements, amino acids, essential fatty acids,
- processed food for infants,
- hygiene products, including soaps and emollients,
- softeners and protective substances for the skin,
- minerals, vitamins,
- homeopathic/naturopathic products,
- drugs or drug formats or preparations with no therapeutic indication,
- herbal remedies,
- traditional medicines,
- probiotics,
- drugs administered in a hospital,
- allergy sera's without an assigned drug identification number (DIN),
- anti-obesity vitamin B6 and B12 injectables.

## **DRUG BENEFIT – IN CANADA ONLY**

---

### ***Applicable to Quebec Residents***

When you and your spouse reach the age of sixty-five (65), you have a decision to make regarding your drug coverage.

### ***Decision to join the RAMQ plan at age 65***

When you or your spouse reaches the age of sixty-five (65) you may choose to be insured under the basic prescription drug insurance plan provided by the act respecting prescription drug insurance (RAMQ's plan) rather than to maintain complete drug coverage under the group insurance plan. Such choice is then irrevocable.

If, at age sixty-five (65), you choose to be insured under the RAMQ's plan, you and your dependents, regardless of their age, will no longer be eligible for coverage under the group insurance plan (except for supplementary coverage, as mentioned in items a) and b) below).

If, at age sixty-five (65), your spouse chooses to be covered under the RAMQ's plan, then he will no longer be eligible for coverage under the group insurance plan (except for supplementary coverage, as mentioned in items a) and b) below).

However, you and your dependents who have joined the RAMQ's plan remain covered under the group insurance plan for the expenses indicated below (continuing payroll deductions, if applicable):

- a) the deductible and the coinsurance paid by the insured under the RAMQ's plan; and
- b) subject to the deductible and the percentage of reimbursement mentioned in the benefit summary for drug coverage: the reimbursement of any prescription drug which does not appear on the list provided by the RAMQ, but which is covered under the insurer's list of drugs.

### ***Decision to cancel registration with the RAMQ at age 65***

When a Quebec resident reaches the age of sixty-five (65), he is automatically registered by the RAMQ as a beneficiary of its prescription drug coverage. When you or your spouse reaches the age of sixty-five (65) you must therefore cancel your automatic registration with the RAMQ plan in order to continue full drug coverage under the group insurance plan.

### ***Termination of Coverage***

The Drug Benefit ends at your retirement, termination of employment or the age noted in the Summary of Benefits, whichever occurs first. The coverage for eligible dependents ends when your Drug Benefit terminates or on the date they no longer meet the definition of dependent, whichever occurs first.

### ***Survivor Benefit***

After your death, your dependents continue to be covered up to the earliest of the following dates:

- a) 12 months after the date of your death,
- b) The date they cease to be eligible dependents,
- c) The effective date of any similar coverage with another insurer, or
- d) The termination date of the group policy.



## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

This benefit covers eligible expenses incurred by you or your dependents subject to the percentage of reimbursement specified in the Summary of Benefits, providing eligible expenses are incurred in Canada, except for Referrals outside Canada.

### ***Eligible Expenses***

The usual and necessary expenses from a medical point of view and recommended by a physician are reimbursed at the percentages and up to the maximums specified in the Summary of Benefits. Reimbursement will be considered only when the services are provided by an approved provider as identified by Medavie Inc.

### ***MEDICAL SERVICES AND SUPPLIES***

#### Nursing Care

Services of a registered nurse, registered nursing assistant or licensed practical nurse, who is not a member of the participant's family, whether residing with him or not, provided such services are rendered at the participant's home and are not primarily for custodial care, subject to the overall maximum amount payable noted in the Summary of Benefits.

All nursing services must be pre-approved by Medavie Inc. in order to be considered for reimbursement. Payment for eligible expenses will be based upon the payment schedule for private duty nurses established by Medavie Inc. for the Participant's province of residence.

Charges for the following services are not covered:

- a) Custodial care, homemaking duties, shopping, transportation, and respite care,
- b) Services to those residing in a government funded facility or any other facility which provides similar care to its residents,
- c) Service available through a government funded nursing or personal care program or community health program available to the general population at no cost.

#### Ambulance Transportation

Transportation in a licensed ambulance, including air ambulance, when medically necessary and when incurred in Canada, to and from the nearest hospital able to provide the necessary medical services, subject to a maximum amount payable noted in the Summary of Benefits.

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### **Orthopedic Shoes and Custom Made Orthotic Shoe Inserts**

Charges for orthopedic shoes when the shoes have been customized with special features to accommodate, relieve or remedy some mechanical foot defect or abnormality. A prescription from an orthopedic surgeon, physiatrist, rheumatologist, chiropodist/podiatrist or the attending physician is required along with a copy of the biomechanical or gait analysis from the health care professional. Also, charges for shoe modifications, adjustments and supplies when prescribed by one of the health care professionals noted above to accommodate, relieve or remedy some mechanical foot defect or abnormality.

Charges for custom made orthotic shoe inserts when required to accommodate, relieve, or remedy some mechanical foot defect or abnormality, excluding their replacement (except for pathological change), on written authorization of an orthopedic surgeon, physiatrist, rheumatologist, podiatrist or the attending physician.

The combined maximum amount payable for this benefit is noted in the Summary of Benefits.

### **Compression Garments**

Charges, including elastic support garments and gradient compression garments, (made to measure) on written authorization of the attending physician, to a maximum combined amount payable as noted in the Summary of Benefits.

### **Prostheses**

Charges for the following remedial prosthetic appliances:

- artificial limbs (see Summary of Benefits),
- breasts (see Summary of Benefits),
- artificial nose (limited to one (1) per lifetime),
- eyes (limited to one left and one right prosthesis per lifetime),
- crutches, canes, casts, and splints (see Summary of Benefits),
- trusses (limited to one truss per five (5) consecutive policy years),
- braces (purchase is limited to one (1) per lifetime),
- residual limb socks (limited to five (5) pairs per policy year).

Replacement of these items will not be a benefit unless replacement is required due to pathological or physiological change.

Wigs, when loss is due to an underlying pathology or its treatment (i.e. chemotherapy), to a maximum amount payable as noted in the Summary of Benefits. Hair prosthetics, replacement therapy and other procedures for physiological hair loss are not eligible (i.e. male pattern baldness).

Prosthetic repairs and/or adjustments are provided to a maximum amount payable as noted above or in the Summary of Benefits.

### **Hearing Aids**

Charges for hearing aids (excluding batteries and exams), when prescribed by an otolaryngologist, otologist and/or recommended by a registered audiologist. Eligible dependent children less than 21 years of age, requiring a hearing aid for each ear, are eligible for two (2) hearing aids (one for each ear). The maximum amount payable for this benefit is noted in the Summary of Benefits.

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### Intrauterine Contraceptive Device (IUD)

Purchase of an intrauterine contraceptive device (IUD), to the maximum amount payable noted in the Summary of Benefits.

### TENS

Charges for the rental or purchase of a neuromuscular stimulation device (TENS) to the maximum amount payable noted in the Summary of Benefits.

### Diabetic Equipment

Charges for the following equipment used for the treatment and control of diabetes: glucometer, pressurized insulin injector, blood glucose monitoring and insulin dosing systems, or equipment approved by Medavie Inc. that performs similar functions. The overall maximum payable for this equipment is noted in the Summary of Benefits.

### Medical Equipment

Charges for rental equipment for the administration of oxygen, when prescribed by a licensed physician. If, due to extended illness or disability, it is felt that the need for these items will be long-term, Medavie Inc., at its sole discretion, may approve the purchase of these items.

Charges for the rental of a wheelchair (manual or electric), scooter, or a hospital-type bed (manual or electric) when prescribed by a licensed physician. The maximum payable for this equipment is noted in the Summary of Benefits. If, due to extended illness or disability, it is felt that the need for these items will be long-term, Medavie Inc., at its sole discretion, may approve the purchase of these items. The maximum payable for this equipment is noted in the Summary of Benefits.

Charges for the purchase of a cranial remolding helmet, pneumatic compression pump or patient lifter. The maximum payable for this equipment is noted in the Summary of Benefits and Annex A.

Charges for rental of a pneumatic compression pump or patient lifter are limited to one per month.

Once the original equipment purchase is approved, the rental or approved purchase of another piece of similar equipment will be limited to once every five consecutive policy years.

Charges for the repair of a manual/electric wheelchair or scooter, up to the usual, customary and reasonable amount.

You or your dependent must obtain the prior approval from Medavie Inc. before any purchase, rental or repair otherwise the claim may be rejected.

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### **Paramedical Services**

Charges for treatment, except when performed in a hospital, by a licensed practitioner. The maximum payable amount for each eligible practitioner is mentioned in the Summary of Benefits. In addition the maximum payable amount for X-rays is mentioned in the Summary of Benefits.

### **Diagnostic Test**

Charges for diagnostic laboratory and X-ray services, when carried out by an approved laboratory which, in the opinion of Medavie Inc., is qualified to render such services. These services will include:

- laboratory analyses, X-rays, electrocardiograms, CT scans, ultrasounds, and magnetic resonance imagery (MRI).

Services will be provided to a maximum combined amount payable as noted in the Summary of Benefits. Diagnostic imaging services coverage in Quebec only.

### **Radiotherapy/Coagulotherapy**

Charges for radiotherapy/radiation therapy or coagulotherapy when required for cancer treatment, less the amount allowed under the provincial government health plan, when ordered by the attending physician. The maximum amount payable is noted in the Summary of Benefits.

### **Blood Plasma/Blood Transfusions**

Charges for blood or blood products when not provided by Canadian Blood Services or other agencies to the usual, customary & reasonable charges, less the amount allowed under the provincial government health plan, when ordered by the attending physician. The maximum amount payable is noted in the Summary of Benefits.

### **Other Medical Services and Supplies**

- a) Charges for the purchase of wheelchair/scooter cushions and inserts, limited to the usual, customary and reasonable amount.
- b) Charges for artificial larynx, limited to one purchase per lifetime.
- c) Charges for the repair of artificial larynx, subject to the maximum amount payable noted in the Summary of Benefits.
- d) Charges for the purchase of burn pressure garments, subject to the maximum amount payable noted in Annex A.
- e) Charges for the purchase of surgical brassieres, limited to two (2) per policy year.
- f) Charges for the purchase of spacing devices up to the usual, customary and reasonable amount.
- g) Charges for allergy testing materials, subject to the maximum amount payable noted in the Summary of Benefits.
- h) Charges for sleeves for lymphedema, limited to two (2) per policy year.
- i) Compound serums, subject to the maximum amount payable noted in the Summary of Benefits.
- j) Varicose vein injections, subject to the maximum amount payable noted in the Summary of Benefits.

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### Ostomy Supplies

Charges for essential ostomy supplies, up to the usual, customary and reasonable amount.

### Speech Aids

Charges for speech aid equipment, when approved by a qualified speech therapist and authorized by the attending physician, for persons who do not have oral communication ability, to a maximum payable amount noted in the Summary of Benefits.

### Accidental Dental

Charges for dental treatment, when sound, natural teeth have been damaged by a direct accidental blow to the mouth, or a fractured or dislocated jaw required setting.

This dental treatment must be rendered or reported and approved for payment by Medavie Inc. within 180 days of the accident and dental work must be completed within 12 months from the date of the accident. Eligible expense will be the dentists' usual and customary fee up to the "dental fee guide" for general practitioners in effect where services are rendered.

All deferred dental treatment must be completed and approved for payment by Medavie Inc. no later than the last day of the month in which the person turns 21 years of age unless otherwise prescribed by statute, in which case the statutory provision applicable in the province where the participant resides shall apply.

When such dental treatment must be deferred because of the age of the patient, or other factors which are justified, in the opinion of Medavie Inc., the claim may be approved for later payment. To meet our payment criteria, the participant must have been covered by Medavie Inc. for accidental dental at the time the accident occurred, and must still be covered by Medavie Inc. at the time the services are rendered. The only exception to this criterion is when the participant is uninsured for dental benefits at the time the service is rendered, in which case the claim may be approved. The subscriber must submit to Medavie Inc. within 180 days of the accident complete details of the required services from the dentist and reason for deferment.

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### **VISION CARE**

#### Eye Examination

Charge of a registered, licensed optometrist or ophthalmologist for eye examinations. Subject to the maximum amount payable mentioned in the Summary of Benefits.

#### Contact Lenses Due to Disease

Charges for contact lenses when prescribed by a licensed ophthalmologist for ulcerated keratitis; severe corneal scarring, keratoconus (conical cornea) or aphakia, provided sight can be improved to at least 20/40 level by contact lenses but cannot be improved to that level by spectacle lenses. The total maximum payable amount is stated in the Summary of Benefits.

#### Visual Training

Charge of a registered, licensed optometrist or ophthalmologist for visual training and remedial eye exercises limited to the maximum payable amount stated in the Summary of Benefits.

#### Lenses/Frames/Contact Lenses/Laser Eye Surgery

Charges incurred for corrective lenses/frames or contact lenses or intraocular lenses used in cataract surgery or the cost of laser eye surgery when prescribed by an optometrist or ophthalmologist, up to the maximum amount payable stated in the Summary of Benefits.

#### Additional Lenses/Frames

Charges incurred for one additional lenses/frames when required due to surgical procedure or treatment of keratoconus, limited to the maximum payable amount stated in the Summary of Benefits.

### ***Expenses not Reimbursed by the Plan***

The following expenses are not reimbursed under the plan:

- a) Medical examinations or routine general check-ups required for use by a third party,
- b) Charges for rest cures, convalescent care, custodial care, rehabilitation services in a hospital for the chronically ill or a chronic care unit of a general hospital, or charges incurred by the participant when, in the opinion of Medavie Inc., proper treatment should be in a chronic care unit of an institution for the chronically ill,
- c) Charges relating to elective services obtained by a participant outside his province of residence when his provincial government health care programs have not accepted liability for those items normally covered in the participant's province of residence,
- d) Any services and supplies to which the participant is entitled under any workers compensation statute or any other legislation,
- e) Charges which normally would not be made if the participant were not covered by this policy,
- f) Services for cosmetic purposes or condition not detrimental to one's health,
- g) Any services and supplies normally available without cost, or at nominal cost, under any government statute on the effective date of this policy, whether or not such services or supplies continue to be eligible under a government program,
- h) Mileage and/or delivery charges to or from a hospital or health care professional,
- i) Services in connection with an injury or disease resulting from riot, insurrection or war whether war be declared or not. This includes any condition caused directly or indirectly by any armed forces,
- j) Medications restricted under federal or provincial legislation that are prescribed and/or dispensed despite such regulations,
- k) Registration charges or non-residents surcharges in any hospital,

## **EXTENDED HEALTH BENEFIT – IN CANADA ONLY**

---

### ***Expenses not Reimbursed by the Plan (Cont'd)***

- l) Services required as a result of attempting to commit a criminal act,
- m) Service performed by an unqualified practitioner,
- n) Charges for missed appointments or the completion of forms,
- o) Services which are normally paid for directly or indirectly by the employer,
- p) Any health care services and supplies which are not provided by a Medavie Inc. approved provider,
- q) Charges for experimental or investigative health care services or supplies,
- r) Any health care service or supply that are not medically necessary nor proven effective,
- s) Charges for health care planning assessments including, but not limited to physiotherapy assessments. Health care planning assessments will be excluded as eligible benefits, unless otherwise specified in this policy,
- t) Any health care services and supplies administered in a hospital or by any agency or provider controlled by a hospital or by any agency or provider funded, in whole or in part, by government of any level, are not eligible for reimbursement under this policy, unless otherwise specified in this policy.

### ***Limitation***

For the purpose of the present benefit, all participants shall be deemed covered under the hospital and health insurance acts of their province of residence in Canada.

### ***Termination of Benefit***

The Extended Health Benefit ends at your retirement, the termination of employment or the age noted in the Summary of Benefits, whichever occurs first. The dependent's coverage ends either on the date you cease to be covered or on the date they no longer meet the definition of dependent, whichever occurs first.

### ***Survivor Benefit***

After your death, your dependents continue to be covered up to the earliest of the following dates:

- a) 12 months after the date of your death,
- b) The date they cease to be eligible dependents,
- c) The effective date of any similar coverage with another insurer, or
- d) The termination date of the group policy.

## **EXTENDED HEALTH BENEFIT – REFERRALS OUTSIDE CANADA**

---

When the attending physician refers you to a physician outside Canada for medical care not available in Canada, this benefit will pay the usual, customary and reasonable charges for services listed below, in excess of the amount paid by the provincial government health insurance plan. The maximum lifetime reimbursement per participant is specified in the Summary of Benefits.

### ***Eligible Expenses***

#### **Hospital Services**

All hospital charges for medically necessary services, less the amount refunded by the provincial government health program, such as:

- hospital accommodation,
- intensive care,
- nursing care,
- operating and recovery rooms,
- diagnostic services including laboratory charges and X-rays,
- oxygen and blood,
- prescription drugs including intravenous solutions,
- physiotherapy.

#### **Physicians and Surgeons**

Customary charges of physicians and surgeons for services rendered, less the amount allowed under the provincial government health care plan.

#### **Ambulance**

Charges for licensed ambulance services required to transport a stretcher patient to and from the nearest hospital able to provide essential care.

#### **Ambulance Attendant**

Charges for travel expenses of an accompanying person (namely a registered nurse or qualified medical attendant), other than a relative, when medically necessary and approved by Medavie Inc..

### ***Specific Exclusions and Limitations***

1. The referral outside Canada must be medically necessary and must not be for services available in Canada, as determined by Medavie Inc..
2. Prior authorization from Medavie Inc. must be obtained.
3. Payment will be made for the reasonable and customary charges applicable in the area in which the services are rendered.
4. All services must be rendered while the patient is under the active care of a licensed physician.
5. No benefit is payable for treatment of an illness that began within 12 months of the patient's effective date of coverage or for which he has received medical treatment or has been prescribed drugs in the 12 months preceding the effective date of this coverage.
6. The services to be provided outside Canada must not be experimental or investigative in nature.
7. Referrals outside of Canada exclude, but are not limited to, services not available due to waiting lists and/or treatment that has been refused by a physician in Canada.
8. In order to be eligible, the provincial government health care plan of the province of residence must agree to cover a part of the expenses.



## **WORLDWIDE TRAVEL BENEFIT**

---

This benefit covers emergency expenses occurring when you and your dependents are travelling outside of your province of residence.

### ***WORLDWIDE TRAVEL COVERAGE***

#### ***Travel Assistance Lines***

In the event of a medical emergency outside your province of residence, you or your representative must call CanAssistance as soon as possible at one of the following numbers:

**From Canada or the United States: 1-800-563-4444**

**From anywhere else: 1-506-854-2222 (collect)**

For better service, be sure to give your name, the number of the phone from which you are calling and your Blue Cross group and certificate numbers.

If calling collect is not possible, Medavie Inc. will reimburse the cost of the call.

#### ***Eligible Expenses for Worldwide Travel Coverage***

The plan reimburses all usual and reasonable expenses incurred following an emergency situation resulting from an accident or an illness, up to a maximum amount payable of \$2,000,000 per incident, per participant.

Eligible treatments are those declared necessary to stabilize the medical condition, and benefits are additional to those provided for by government plans.

#### **Hospital Accommodation**

Charges of a public general hospital, less the amount allowed under the provincial government health plan, for (a) room accommodation (not a suite of rooms), and (b) medically necessary inpatient and outpatient services.

#### **Physicians and Surgeons**

Customary charges of physicians and surgeons for service rendered, less the amount allowed under the provincial government health plan.

#### **Medical Appliances**

The cost of casts, crutches, canes, slings, splints, trusses, braces and/or temporary rental of wheelchair when required as a result of sickness or accident. This benefit will be payable only when the sickness or accident occurs outside the participant's province of residence and when ordered by a physician.

#### **Nurse**

Private duty nursing, including registered nurse, registered nursing assistant or certified nursing assistant, when ordered by a physician at the usual, customary and reasonable fee. Nurses providing the service must not be a relative of the patient or an employee of the hospital.

#### **Ambulance**

Normal charges for licensed ambulance service, including air ambulance and evacuation, to and from the nearest qualified medical facility.

## **WORLDWIDE TRAVEL BENEFIT**

---

### Coming Home

Extra costs of return economy fare by the most direct route (air, bus, train) when an illness is such that the patient must return home and be accompanied by a qualified medical attendant (not a relative). Written authorization is required from the attending physician. If returning on a commercial aircraft, this coverage is included:

- a) Two economy seats by most direct route to the patient's home city in Canada, one for the covered patient and one round trip fare for a medical attendant,
- b) The number of economy seats required to accommodate the covered person if on a stretcher and one round trip for a medical attendant.

### Diagnostic Services

The cost of diagnostic laboratory and X-ray services, less the amount allowed under the provincial government health plan, when ordered by the attending physician.

### Paramedical Services

The cost of services made by chiropractors, osteopaths, chiropodist/podiatrists and physiotherapists (not a relative), in excess of payment by a provincial government health plan, excluding charges for X-rays.

### Drug Benefits

Charges for Drug Benefits in a quantity sufficient for the period of travel. Payment of eligible drugs will be made only when proof of purchase and payment is supplied in the form of an account from a Company approved provider located outside the participant's province of residence and showing the name of the preparation, date of purchase, quantity, strength and total cost.

### Accidental Dental

Charges for dental treatment to a maximum amount of \$1,000 Canadian when, as the result of accidental injury (direct accidental blow to the mouth), natural teeth have been damaged, or a fractured or dislocated jaw requires setting. Such dental treatment must be rendered or reported and approved for payment by Medavie Inc. within 180 days of the accident and be supported by proper certification.

When such dental treatment must be deferred because of the age of the patient, or other factors which are justified, in the opinion of Medavie Inc., the claim may be approved for later payment. To meet our payment criteria, the participant must have been covered by Medavie Inc. for accidental dental at the time the accident occurred, and must still be covered by Medavie Inc. at the time the services are rendered. The only exception to this criteria is when the participant is uninsured for Dental benefits at the time the service is rendered, in which case the claim may be approved. The participant must submit to Medavie Inc. within 180 days of the accident complete details of the required services of the dentist and reason for deferment.

### Vehicle Return

An allowance of up to \$500 Canadian for the cost of driving the patient's vehicle, either private or rental, by commercial agency to the patient's residence or nearest appropriate vehicle rental agency when the patient is unable to return it due to sickness or accident.

### Return of Deceased

Up to \$3,000 Canadian towards the cost of preparation (including cremation) and homeward transportation of a deceased participant (excluding the cost of a coffin) to the point of departure in Canada by the most direct route.

## **WORLDWIDE TRAVEL BENEFIT**

---

### Meals and Accommodations

Up to \$1,200 Canadian (\$150 per day for eight days) per trip for extra costs of commercial accommodation and meals incurred by the covered employee, or by a covered dependent remaining with a travelling companion when the trip is delayed due to illness or accident to either a travelling companion or a participant. Must be verified by the attending physician and supported with receipts from commercial organizations.

### Transportation to Visit the Participant

One return economy fare by the most direct route for transportation costs (air, bus, train), when the covered person has been confined to the hospital or has died and the attending physician has advised the necessary attendance of an immediate family member or a close friend of the participant.

### Emergency and Payment Assistance

The services of a 24 hour emergency hotline are available to the participants who need assistance while travelling. By telephoning the appropriate number on your "World Assistance Card" when a medical emergency occurs, coverage will be confirmed to the hospital or physician. Payment of medical expenses will be arranged or coordinated on behalf of the participant. In addition, the following services are offered:

### Medical Assistance

The patient may call for a list of hospitals or medical facilities and arrangements will be made for:

- advice from a qualified physician,
- medical follow-up of the patient's condition and communication with the covered employee and family,
- return home or transfer of patient if medically permissible,
- transport of a family member to the patient's bedside or to identify the deceased.

### Non-medical Assistance

The patient may call to obtain:

- an emergency response in any major language,
- emergency assistance in contacting the family or business,
- referral to legal counsel.

### ***Exclusions and Limitations for Worldwide Travel Coverage***

No benefits are paid in the following cases:

1. No benefits are available under this policy for residents travelling outside their province of residence primarily or incidentally to seek medical advice or treatment, even if such a trip is on the recommendation of a physician.
2. No benefits are available under this policy for elective (non-emergency) treatment or surgery. This is defined as treatment or surgery (a) not required for the immediate relief of acute pain and suffering, or (b) which reasonably could be delayed until the participant has returned to Canada or (c) which the participant elects to have rendered or performed outside Canada following emergency treatment for, or diagnosis or, a medical condition which (on medical evidence) would not prevent the participant from returning to Canada prior to such treatment or surgery.
3. Benefits under this policy shall not be paid if the participant received the same from a third party.

## **WORLDWIDE TRAVEL BENEFIT**

---

### ***Exclusions and Limitations for Worldwide Travel Coverage (Cont'd)***

4. No benefits will be paid for expenses incurred as the result of abuse of medications; suicide or attempted suicide; criminal acts, or injuries suffered as a result of operating a motor vehicle while alcohol levels are in excess of the legal limit in the jurisdiction where the accident occurred.
5. Medavie Inc., in consultation with the attending physician, reserves the right to return the patient to Canada. If any participant is (on medical evidence) able to return to Canada following the diagnosis of, the emergency treatment for, a medical condition which requires continuing medical services, treatment or surgery, and the participant elects to have such treatment of such services rendered or surgery performed outside Canada, the expense of such continuing medical services, treatment or surgery will not be covered by this plan. Medavie Inc. accepts no responsibility in the event of the deterioration of the participant's medical condition during or after the transfer back to Canada.
6. Coverage is limited to expenses incurred as a result of a sudden illness or accident which occurs outside the participant's province of residence. Pre-existing conditions will be covered as a benefit, provided the condition is stable prior to travel, and when medical attention is not anticipated during the travel period.

A pre-existing condition is considered stable if you, in the 90 days before the departure date, have not:

- a) been treated or evaluated for new symptoms or related conditions;
- b) had symptoms that increased in frequency or severity, or examination findings indicating the condition has worsened;
- c) been prescribed a new treatment or change in treatment for the condition (generally does not include reductions in medication due to improvement in the condition, or regular changes in medication as part of an established treatment plan);
- d) been admitted to a hospital for the condition; or
- e) been awaiting new treatments or tests regarding the medical condition (does not include routine tests).

The above criteria will be considered collectively in relation to the overall medical condition.

7. This policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss:
  - a) expenses incurred while travelling in a country (or a specific region of a country) for which there is a Government of Canada travel warning, when such travel warning was issued before the departure date and the loss or expense is related to the reason for which the travel warning was issued; and
  - b) insurrection, war (declared or not), the hostile action of the armed forces of any country or participation in any riot or civil commotion.
8. Medavie Inc. will not cover expenses in excess of \$2 million Canadian per covered participant, per incidence outside the province of residence. All claims and required government forms must be submitted within four (4) months of the date of service.

### ***Restrictions on the Duration of Trips***

All customary and reasonable expenses and services described in the Worldwide Travel Benefit are eligible if they are incurred following an emergency resulting from an accident or sudden illness which occurs during the first 60 days of a trip outside the participant's province of residence, provided the participant is covered under the hospital and health government programs of his province of residence when the emergency occurs.

## **WORLDWIDE TRAVEL BENEFIT**

---

### ***Termination of Travel Benefit***

The Travel Benefit coverage ends at your retirement, the termination of employment, or upon death, whichever occurs first. Coverage for your dependents ends either on the date you cease to be covered or on the date they no longer meet the definition of dependent, whichever occurs first. Coverage for any participant ceases when he is no longer covered under the government health program in his province of residence.

### ***Survivor Benefit***

After your death, your dependents continue to be covered up to the earliest of the following dates:

- a) 12 months after the date of your death,
- b) The date they cease to be eligible dependents,
- c) The effective date of any similar coverage with another insurer, or
- d) The termination date of the group policy.

## **DENTAL BENEFIT – IN CANADA ONLY**

---

This benefit covers eligible expenses incurred by you or one of your dependents for dental services recommended by a dentist and performed by:

- a dentist, or
- a dental hygienist under the supervision of a dentist, or
- a denturist.

Expenses are subject to the percentages of reimbursement and maximums specified in the Summary of Benefits.

### ***Calculation of Eligible Expenses***

The eligible amount for covered benefits is the amount indicated in the suggested fee guide for dental services approved by the province of provider (current year edition).

### ***Eligible Expenses***

The following expenses are reimbursed, according to the percentage of reimbursement and maximum specified in the Summary of Benefits.

#### Preventive Care

##### a) Oral examinations and diagnosis

- Complete oral examination (once per 24 consecutive months)
- Recall oral examination (as mentioned in the Summary of Benefits)
- Emergency oral examination and specific oral examination (combined limit of once per provider per policy year)

##### b) X-rays

- complete series films or panoramic film (combined limit of one per 36 consecutive months)
- Intra-oral films – periapical
- Intra-oral films – occlusal
- Intra-oral films – bitewings (once every 9 consecutive months)
- Extra-oral films
- Sialography
- Radiopaque dyes

## DENTAL BENEFIT – IN CANADA ONLY

---

### Preventive Care (Cont'd)

- c) Laboratory tests and examinations
  - Bacterial culture
  - Biopsy of soft oral tissue
  - Biopsy of hard oral tissue
  - Cytological examination
  
- d) Preventive treatment
  - Polishing of coronal portion of teeth (as mentioned in the Summary of Benefits)
  - Topical application of fluoride (as mentioned in the Summary of Benefits)
  - Oral hygiene instruction (as mentioned in the Summary of Benefits)
  - Pit and fissure sealants
  - Scaling (12 units\* per policy year, in combination with root planing)
  
- e) Space maintainers

### Basic Care

- a) Restorations
  - Amalgam, acrylic, silicate or composite on posterior and anterior teeth
  - Retentive pins
  - Full coverage prefabricated restorations
  
- b) Endodontic services
  - Pulp capping
  - Pulpotomy
  - Emergency pulpectomy
  - Root-canal therapy
  - Endodontic surgery
  - Bleaching (endodontically treated teeth)
  - Apexification
  
- c) Periodontics
  - Periodontal surgery
  - Provisional splinting
  - Management of acute infections
  - Desensitizations
  - Other adjunctive periodontal services
  - Root planing (12 units\* per policy year, in combination with scaling)
  - Periodontal curettage
  - Occlusal adjustments (as mentioned in the Summary of Benefits)
  - Periodontal appliances (one upper and one lower every two policy years)
  - Adjustments to appliances (three units\* per policy year)

\* A unit of time is equal to 15 minutes of service

## **DENTAL BENEFIT – IN CANADA ONLY**

---

### Basic Care (Cont'd)

- d) Oral surgery
  - Removal of erupted teeth
  - Surgical exposure and movement of teeth
  - Surgical excision of cysts and neoplasms
  
- e) General adjunctive services
  - Anaesthesia (related to surgery)

### Major Restoration

- a) Extensive Restorations
  - Inlays/onlays/crowns (once per tooth every five policy years)
  - Repairs to inlays/onlays/crowns (up to the usual, customary, and reasonable amount)
  
- b) Prosthodontic Services
  - Complete and partial dentures (one upper and one lower every five policy years)
  - Bridgework\* (once every five policy years)
  - Repairs to bridgework (up to the usual, customary, and reasonable amount)
  - Restorations over implants (i.e. crowns, bridgework and dentures) (once per tooth every 10 policy years)
  
- c) Removable denture adjustments
  - Minor adjustments
  - Rebasing and relining (one upper and one lower every two policy years)

This program excludes replacement of the denture unless it is at least 5 years old and cannot be made serviceable, and the replacement of dentures that may have been lost, mislaid or stolen.

\*The initial request for bridgework must be as a result of the extraction of two or more natural teeth while insured. The cost of such an initial request for bridgework is limited to the cost of a partial denture.

### Orthodontic Services

- Orthodontic examinations and records
- Removable or cemented appliances for active treatment or retention
- Fixed appliances (braces)

Reasonable expenses incurred for orthodontic services given by an orthodontist to correct the dental irregularities.



## **DENTAL BENEFIT – IN CANADA ONLY**

---

### ***Payment of Orthodontic Services***

The payment of orthodontic claims will be made according to one of the following methods:

- a) If a single charge is estimated for the entire course of treatment and you pay this charge to the orthodontist in pre-arranged instalments over an estimated period of treatment, Medavie Inc. will reimburse you each time you submit a bill or receipt for any pre-arranged instalment.
- b) If a single charge is estimated for the entire course of treatment and you pay this charge to the orthodontist in one lump sum, Medavie Inc. will reimburse up to 1/3 of the total cost initially and equal instalments thereafter over the entire treatment period.

If instead of a single charge, each treatment is charged as it is performed; Medavie Inc. will reimburse you as each charge is incurred.

### ***Proposed Dental Treatment in Excess of \$500***

If the cost of the proposed dental treatment exceeds \$500, have your dentist complete the predetermination section of the claim form and forward it to Medavie Inc. before the start of treatment. You will thus know, beforehand, the exact amount of the reimbursement. If you change dentist in the course of treatment, you will be required to submit a new treatment plan to Medavie Inc.

### ***Expenses not Covered by the Plan***

The following expenses are not covered:

- a) Treatment or appliance, related directly or indirectly to full mouth reconstruction, or to correct vertical dimension and temporomandibular joint dysfunction.
- b) Services rendered by a dental hygienist but not administered under the supervision of a dentist, except in those provinces where it is no longer a legal requirement.
- c) Services and supplies relating to any appliance worn in the practice of a sport.
- d) Expenses that are payable or reimbursable under a public or private plan or that would normally be so if a claim had been submitted.
- e) Charges payable under an occupational health and safety board or by an automobile insurance bureau, or any other similar law or public plan, if applicable.
- f) Expenses resulting from any suicide attempt or self-inflicted injury, whether the participant is sane or not.
- g) Expenses due to any injury or illness resulting from the participant's active participation in civil unrest, riot or insurrection, unless while performing work related functions, or injury sustained in a war.
- h) Services that are not medically required, that are given for cosmetic purposes (this exclusion does not apply to composite restoration).
- i) Services that exceed the ordinary services given in accordance with current therapeutic practice.
- j) Care or services rendered free of charge, or that would be if there were no benefit coverage, or that are not chargeable to the participant.
- k) Expenses incurred for veneers.
- l) Splinting for periodontal reasons, where cast crowns or inlays are used for this purpose, with or without onlays.
- m) Mouth guards.
- n) Implant procedures.

## DENTAL BENEFIT – IN CANADA ONLY

---

### ***Restriction***

No reimbursement will be made for any portion of the charge that is over the suggested fee in the appropriate fee guide for the least expensive treatment that will provide a professionally adequate result.

Reimbursement of laboratory fees will be limited to the reasonable and customary charges for such services in the area where the services are provided.

### ***Alternate Benefits***

If one or more forms of alternative treatment exist, the eligible expense is limited to the cost of the least expensive cost procedure, service or treatment that meets the participant's basic dental needs. This applies, but is not limited to, inlays and crowns, amalgam, acrylic, silicate or composite restorations and bridgework.

### ***Termination of Benefit***

The Dental Care benefit ends at your retirement, the termination of employment or the age noted in the Summary of Benefits, whichever occurs first. The dependent's coverage ends either on the date you cease to be covered (but not upon your death) or on the date they no longer meet the definition of dependent, whichever occurs first.

### ***Survivor Benefit***

After your death, your dependents continue to be insured up to the earliest of the following dates:

- a) 12 months after the date of your death,
- b) The date they cease to be eligible dependents,
- c) The effective date of any similar coverage with another Insurer, or
- d) The termination date of the group policy.

## **CARDHOLDER SITE**

---

### **INSTRUCTION FOR MEMBERS**

Medavie Inc. is continually developing its Web technology to respond to the needs of our customers. One such innovation, the Cardholder Site, will help you better understand, manage and co-ordinate your benefit plan.

The Cardholder Site is simple to use and is delivered in a secure environment. When you want to access general information about your plan, view your claims and payment history, or print generic claim forms, you just have to click your mouse. The Cardholder Site is available 24 hours a day, seven days a week from home or work, all you need is an Internet connection. The Cardholder Site makes life easier for you.

### **ON THE CARDHOLDER SITE**

There are a variety of options available to you on the Cardholder Site.

**Coverage Inquiry:** Detailed information about the member's Medavie Inc. benefit plan

**Forms:** Printable versions of generic Medavie Inc. claim forms

### **Member Information**

- You can view and/or update address information (where access is available)
- Request new identification cards
- Add/update banking information for direct deposit of claim payments (where applicable)

### **Member Statements**

- You can view claims history for member and dependents
- View record of payments issued to you and/or the service provider
- View Health Spending Account balances (where applicable)

### **FIRST-TIME ACCESS TO THE CARDHOLDER SITE**

1. Log on to the Medavie Blue Cross Web site at [www.medavie.bluecross.ca](http://www.medavie.bluecross.ca)
2. Select "English"
3. Select "For Cardholders / Member Services" from the e-Service Centre menu on the right
4. Select "Go to Secure Site"
5. Select "First Time, Register Now"
6. Complete the online registration form
7. A temporary password will be e-mailed to the e-mail address entered during registration
8. Return to the Cardholder Site and enter the user ID and temporary password
9. The member will be prompted to change the password. Click "Submit" to save the new password
10. Click "Done" once the changes are saved, you will be directed to the "Welcome Page"

**\*\*Please ensure you make note of your user ID and password for future reference\*\***

### **PLEASE NOTE**

For security reasons, the Cardholder Site is for use of the member only.

We look forward to helping you take advantage of our online technology. For further information on the Cardholder Site, or for any questions about your Medavie Inc. benefit plan, please contact our Customer Information Center toll free at the number on the back of your identification card or e-mail [inquiry@medavie.bluecross.ca](mailto:inquiry@medavie.bluecross.ca).

## **PRIVACY PROTECTION PRACTICES**

---

In the course of providing customers with quality health, life and travel coverage, Medavie Inc. and Blue Cross Life Insurance Company of Canada acquires and stores certain personal information about its clients and their dependents. The purpose of this document is to keep you informed about Medavie Inc. and Blue Cross Life Insurance Company of Canada's privacy protection practices.

Protecting personal information is not new to Medavie Inc. and Blue Cross Life Insurance Company of Canada. Ensuring the confidentiality of client information has always been fundamental to the way we do business and our staff understand that the privacy policies and procedures we have in place to ensure confidentiality are to be taken very seriously.

### ***What is personal information?***

Personal information includes details about an identifiable individual and may include name, age, identification numbers, income, employment data, marital and dependent status, medical records, and financial information.

### ***How is your personal information used?***

Your personal information is necessary to allow Medavie Inc. and Blue Cross Life Insurance Company of Canada to process your application for coverage under its health, life and travel plans. Your personal information is used:

- to provide the services outlined in your policy or the group policy of which you are an eligible member,
- to understand your needs so that we can recommend suitable products and services, and
- to manage our business.

### ***To whom could this personal information be disclosed?***

Depending on the type of coverage you carry with us, release of selected personal information to the following may be necessary in order to provide the services outlined in your policy:

- other Canadian Blue Cross organizations in order to administer your benefit plan if you reside outside the Atlantic Provinces, Quebec or Ontario,
- specialized health care professionals when necessary to assess benefit or product eligibility,
- government and regulatory authorities in an emergency situation or where required by law, other third parties, on a confidential basis, when required to administer the benefits outlined in your contract or your group's policy, and
- the cardholder of any policy under which you are a participant.

We do not provide or sell personal information about you to any outside company for use in marketing and solicitation. Personal information about you or your dependents is not released to a third party without permission unless necessary to fulfill the services Medavie Inc. and Blue Cross Life Insurance Company of Canada is contracted to provide to you.

To ensure Medavie Inc. and Blue Cross Life Insurance Company of Canada is able to provide you with the best possible service, it is important that the personal information we use is accurate and up to date. You can help by keeping us informed of changes of address, marital status and the addition or deletion of dependents. Should you become aware of errors in our information about you, please contact our customer service personnel and we will ensure the data is corrected.

## **PRIVACY PROTECTION PRACTICES**

---

By becoming a customer or filing a claim for benefits, you are agreeing to allow your personal information to be used and disclosed in the manner outlined above. If you prefer that we not use or disclose your personal information in those situations where it is not necessary to administer your benefit plan, please visit our website or write to us at the address provided.

Please note that not allowing Medavie Inc. and Blue Cross Life Insurance Company of Canada to use information about you may mean we may not be able to provide you with certain products or services that may be of use to you.

For more information on Medavie Inc. and Blue Cross Life Insurance Company of Canada's privacy policy, contact us using one of the following:

[www.medavie.bluecross.ca](http://www.medavie.bluecross.ca)

1-800-667-4511 (in Atlantic), 1-800-355-9133 (in Ontario) or 1-888-588-1212 (in Quebec)

Chief Privacy Officer  
Medavie Blue Cross  
Risk Management Group  
644 Main Street  
PO Box 220  
Moncton, NB E1C 8L3

or

[privacyofficer@medavie.bluecross.ca](mailto:privacyofficer@medavie.bluecross.ca)

If the issue is not resolved to your satisfaction, you may file a complaint in writing to:

Office of the Privacy  
Commissioner of Canada  
112 Kent Street  
Ottawa, ON K1A 1H3