

# P & B Times

News from the Pension & Benefits Office ([askpb@yorku.ca](mailto:askpb@yorku.ca))

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## ***Delisted Service Providers – Sun Life***

Sun Life publishes a list of delisted service providers. In order to protect against increased costs due to questionable claims, Sun Life will disallow claims from certain healthcare service providers, clinics, facilities, or medical suppliers. Several reasons may cause them to put a provider on this list such as, the names provided on invoices do not work at the named clinic, a provider does not validate services or provide requested information or they provided invoices for multiple members within a time period during which the services could not have been rendered.

You will find this list on Sun Life's website on the left hand side once you log on to the member website. You must allow popups for the list to be displayed.

Before using services or obtaining supplies please check the **delisted providers** on the Sun Life Website to ensure your claims will be adjudicated.



## ***Fraud Awareness Month***

Sun Life has more than two dozen individuals working in their fraud unit to ensure their clients' funds are spent appropriately. When Sun Life suspects a York member of committing fraud they complete a detailed review of past and current claims. They will contact your service provider(s) with a number of questions as well as ask your service provider(s) to complete documents confirming the services and / or supplies you have submitted are legitimate. In the event of negative responses Sun Life will then contact the Pension & Benefits office with the results of their audit. Sun Life asks us to confirm their next steps. In each instance we inform Sun Life to recover the overpayment, if there is a prescription drug card it is to be de-activated and the police are to be notified. The Pension & Benefits office then contacts the appropriate individuals such as Employee Relations, Faculty Relations, etc., for next steps.

Benefits fraud affects the University budget as the University reimburses Sun Life for every claim they pay along with an administration fee.

## ***Sun Life Claims Submission***

Currently twice per month the Pension & Benefits office sends benefits claims to Sun Life that have been dropped off or mailed to the Kinsmen building. There are more efficient avenues of submitting claims to Sun Life.

For example:

- a number of claims can be submitted through the Sun Life member website: [mysunlife.ca](http://mysunlife.ca)
- or the Sun Life mobile app found at [sunlife.ca/mobile](http://sunlife.ca/mobile)

Partially completed paper claim forms are available on the Sun Life member website if you wish to continue to send claims through Canada Post.

If you haven't already please take a few minutes to go into the Sun Life member website to set up direct deposit of benefit payments. This eliminates the wait time of receiving a cheque through Canada Post.

The policy number is 014098

Your member ID is also known as your employee ID or Payroll ID. It is nine digits.

If you have any questions regarding the Sun Life member website or their mobile app please contact Sun Life directly at 1-800-361-6212.

**March 28, 2017 will be our final bi-weekly submission of claims to Sun Life. Moving forward any benefit claims received in the Pension & Benefits office will be sent the last Friday of each month.**





## ***Sun Life Benefits Questions***

From time to time we receive e-mails or phone calls regarding benefit coverage or why a claim was denied. In most instances we are unable to answer the question due to confidentiality. The Pension & Benefits office does not have access to your claims history. Sun Life needs to be the first point of contact as they are able to access any medical information you have provided to them along with your claims history.

If you would like to confirm if a service or supply is covered before incurring the expense Sun Life also provides details of the York University benefits coverage. The Sun Life member website details what supplies and services are covered. You are able to type dental procedure codes or a drug name or drug identification number (DIN) into the appropriate area in the system and the Sun Life member website will indicate if it is an eligible expense. You may also contact Sun Life at 1-800-361-6212.

Active benefit booklets are available in yu link and retiree benefit booklets are available on the Retirement Services website.

The Pension & Benefits office enrolls or updates who is to be covered under your benefits when you submit the appropriate forms to us.

Questions regarding benefits need to be directed to Sun Life.

# *The York University Pension Plan*

## **2017 Year-To-Date Fund Rate of Return**

January	-0.56%
February	1.66%

In each issue of the P&B Times we publish the most recent rates of return. If you are interested in more detailed investment information please access the Pension Newsletter. This information is available on the York Website, by searching **Pension Newsletter**.

## *2016 Pension Statements*

Legislation indicates the December 31, 2016 pension statements must be available to all members of the pension plan on or before June 30, 2017. The Pension & Benefits Office will provide more information once the statements are available.

## *CIBC Mellon*

For those receiving a pension through CIBC Mellon you will be receiving your T4A from them. The legislated deadline is also the end of February. If you have moved please provide CIBC Mellon as well as our office with your new address. The link to the CIBC Mellon retiree website is:

<https://www.cibcmellon.com/en/retiree-assistance/index.jsp>

You should have already received, completed and returned the Payment Confirmation form from CIBC Mellon. We have received comments that some of you think the form could be written differently and we appreciate your comments. This is the same format we used three years ago as this exercise is completed every three years to ensure pension payments are paid to the appropriate individual.

## *Upcoming Seminars*

The Pension & Benefits Office is pleased to offer half hour sessions on using the **Retirement Planning Tool**. The workshop will be hands on using the planner.

Topics covered:

- Running Planning Projections
- Additional Voluntary Contributions elections
- Sabbatical top up elections (if applicable)
- Annual Statements
- Changing your Password
- Reviewing previous Quotes

If you wish to join us please click the link below to sign up for the date that works best for you. Space is limited to 16 participants, so sign up early.

**Dates offered:**

Monday, March 27 from 12:15 pm to 12:45 pm

Tuesday, April 25 from 12:15 pm to 12:45 pm

Friday, May 26 from 12:15 pm to 12:45 pm

Location: York Lanes 278

Mach Form Link:

<https://hr.apps01.yorku.ca/machform/view.php?id=58177>



**Protecting what's important – Bridge the Gap Between your Health and Finances**

Please join us for a seminar on the importance of benefits in your overall financial picture. The topics covered are:

- Linking health and finances
- Health coverage – Digital experience and tips
- Health care options for your retirement years.

Times: 12:00 pm to 1:00 pm and 1:00 pm till 2:00 pm.

Date: Wednesday, April 19, 2017

Location: Senate Chamber 940 Ross North

Mach Form link:

<https://hr.apps01.yorku.ca/machform/view.php?id=58512>

As a reminder seminar information can also be found in the York Employee Learning Calendar (YELC) <http://www.yorku.ca/yelc/>

## ***Pension & Benefits Office Customer Service Standards***

<b>Event</b>	<b>Due date for ETF</b>
Leave of Absence	Four weeks before leave commences
Retirement	Three months before retirement date
Sabbatical	Three months before sabbatical commences

<b>Request</b>	<b>Timeline for Pension &amp; Benefits Action</b>
Responding to emails	Three business days
Pension & Benefits Updates i.e. dependent or benefit changes	Forms must be received by end of day Thursday in order for information to be sent to Sun Life each Monday morning – Sun Life will update your record, where applicable by end of day Wednesday
Pension & Benefits Updates i.e. beneficiary changes	Five business days from receipt of fully completed application
Letter of Confirmation i.e. Benefit coverage confirmation	Ten business days
Responding to Letters from external sources i.e. lawyers	Fifteen business days
Family Law Value Applications	Sixty days from when completed application is received

### ***Reminders...***

#### **Retiree benefit Booklets**

Retiree benefit booklets are available at <http://retire.info.yorku.ca/>

The Retirement Planning Guide is also found at <http://retire.info.yorku.ca/>

#### **Active benefit booklets**

Active employees are able to access their benefit booklet by logging into yu link. You will need passport York log in credentials to access yu link.

For information on your particular benefit coverage please refer to your benefit booklet or the Sun Life member website [www.sunlife.ca/member](http://www.sunlife.ca/member)

<b>For</b>	<b>Contact</b>
Address changes for active employees	Employee Records, Human Resources or HR Self Serve <a href="https://hrselfserve.yorku.ca/psp/HR91PRD/?cmd=login&amp;languageCd=ENG&amp;">https://hrselfserve.yorku.ca/psp/HR91PRD/?cmd=login&amp;languageCd=ENG&amp;</a>
Employment Letter	E-mail request to hrhelp@yorku.ca
T4's for active employees	Payroll, Human Resources 416-736-2100 extension 55552
Benefit /claim denial questions (health,	Sun Life 1-800-361-6212 – policy or contract ID is 014098

dental, vision)	
Courses covered by Tuition Fee Waiver	Student Financial Services <a href="http://sfs.yorku.ca/fees/waivers/">http://sfs.yorku.ca/fees/waivers/</a>
Personal Expense Reimbursement (PER)	Finance Department 416-736-5661
Vacation, Sick or personal credit questions	Your management supervisor, collective agreement or Standard Operating Procedures
Retiree questions regarding your T4A, pension payment, taxes and changes in banking information	CIBC Mellon 1-800-565-0479 extension 0
Your RRSP limit	Your income tax assessment or Canada Revenue Agency 1-800-267-6999
Termination, Death or Retirement Estimates	You have access to the Retirement Planner found at: <a href="http://www.yorku.ca/hr/services/employees/yurp.html">http://www.yorku.ca/hr/services/employees/yurp.html</a>
Alumni and Employee perks	Go to: <a href="http://alumniandfriends.yorku.ca/benefits/alumni-benefits-services/">http://alumniandfriends.yorku.ca/benefits/alumni-benefits-services/</a>
Investment advice	Contact a qualified Financial Advisor

## How to contact the Pension & Benefits office:

Email us at [askpb@yorku.ca](mailto:askpb@yorku.ca)

Call us at 416-736-2100 extension 27572 between 9:00 am and 4:00 pm Monday to Friday

- For Fridays from June 1 up to and including Labour Day weekend the phones will be answered until 3:00
- **Have your employee ID number available when you call as we document all conversations**

## Here are some websites you can access to gain more information:

- Sun Life's Plan Member Services: [sunlife.ca/member](http://sunlife.ca/member)
- York's Retirement Services: [retire.info.yorku.ca](http://retire.info.yorku.ca)
- York's HR Self Service – for pay advice, direct deposit, dependent and beneficiary information etc. : [hrselfserve.yorku.ca](http://hrselfserve.yorku.ca)

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This newsletter is designed to present York employees, former employees and retirees with useful general information pertaining to their pension & benefits. Please keep in mind that as this newsletter is distributed to different groups with different entitlements, all articles may not pertain to you and your situation. In the event the information contained herein conflicts with the applicable contract, collective agreement, policy or guideline, the terms of the contract, collective agreement, policy or guideline will prevail.

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