

# P & B Times

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

August 2023 – ISSUE 80

Please note all articles may not apply to you.

## ***The York University Pension Plan***

Year to Date Fund Rate of Return	
July 2023	10%

The investment of funds is handled through the Pension Investments Office. If you are interested in obtaining more detailed investment information, please contact the **Pension Investments Office** within Finance.

You can view the most recent copy of the Pension Newsletter by copying and pasting the following link to a web browser.

<https://www.yorku.ca/finance/wp-content/uploads/sites/76/2023/08/Pensions-Newsletter-Aug-23.pdf>

Please note when initial pension packages are provided, the option amounts included are estimates only and are based on a fund rate of return of 0%. At the time of retirement or transfer, the total value will be re-calculated using the most recent calculated rate of return.

## ***CUPE 3903 Pension Plan Eligibility***

Members of CUPE 3903 are eligible to join the York University Pension Plan after earning, at a minimum, the Course Director rate in two consecutive years. The Pension and Benefits Office runs a report each September to determine which 3903 members are eligible to join the pension plan at that time. For those who are eligible, we will send a letter in approximately mid-September to the email address on file. To join the Plan, you must fill out the form attached to the email and return it to the Pension & Benefits office. Please be aware that enrollment is not automatically done by our office if you are eligible to join this year.

## ***Additional Voluntary Contributions (AVCs)***

The York University Pension Plan provides employees the opportunity to contribute Additional Voluntary Contributions (AVCs) to the pension plan if they are eligible from January to September each year. Canada Revenue Agency prescribes limits on how much can be contributed to a pension plan. In 2023 the amount of funds that can be tax-sheltered in a pension account is \$31,560.

Each December, when the CRA has posted the pension limits for the following year, we calculate how much each pension plan member can contribute to AVCs and post this information on the Retirement Planner. Through the Retirement Planner, you can submit your request to make AVCs, or if you are a new pension plan member/ CUPE 3903 member you can contact our office for your AVC limit. This amount is based on salary information we have at the time. While the option to contribute this year has lapsed the option to contribute in 2024 will be provided to you in December 2023.

## ***E-Transfer Payments***

A few years ago, our office introduced e-transfers as a payment option for topping up benefit coverage or pension contributions. This change has proven to be quite successful and far more convenient for the York community. As a result, we will no longer be accepting cheques for pension and benefits coverage.

## ***Updates from SunLife***

### ***Direct Billing***

SunLife has launched a new in-house platform for paramedical providers to submit electronic claims/direct billing on behalf of plan members. Using Sun Life Connect, practitioners can submit, view, and manage claims for their clients, as well as manage their account and information. The service is free for providers after they complete the registration process.

SunLife is looking to expand this portal to include more providers in the future. This change does not impact Dentists or Pharmacists.

### ***Fraud Prevention***

Fraud Prevention Month has ended, but it's important to stay alert and take the necessary precautions. Doing so allows you to reduce the risks of being a victim of fraud. It can also help you reduce plan costs and reduce the risk to your organization.

Sun Life has a comprehensive fraud prevention, detection, and investigation program – with a team of professionals dedicated to these tasks. Sun Life continues to invest in powerful, industry-leading, anti-fraud technologies and resources to help protect you, your Employer, and your group benefits plan.

**Here are some tips to help protect your plan – so you can continue to receive comprehensive coverage.**

1. Keep your benefits information confidential. Your benefits information is valuable. Keep your benefits card, contract number and other plan details confidential and in a secure place.
2. Submit claims online whenever possible. Online claims submission and direct deposit is the most secure form of claims processing. Just be sure to keep your access ID and password private, even from your service provider.

3. Check your receipts. Ensure your receipts are correct and reflect the service you received. And if your provider submits claims electronically for you, cross-check your copy.
4. Don't sign claims forms in advance. Sign one completed claim form at a time – never pre-sign blank forms.
5. Report suspicious activity. If you are suspicious of any activity or request from a service provider or medical equipment supplier – such as actions that provide little or no benefit to you but maximize payments to the provider or supplier based on your coverage – please call Sun Life's Fraud Hotline, toll free at: 1-888-882-2221. Your confidentiality will be protected.

### **Tips for preventing unintended fraud:**

1. Know your plan. Understand the treatments, products, medications, and services covered by your plan – and the limits that apply. Ask your health professional any questions if you're unclear about what their specific services are.
2. Don't substitute products or services. If a service provider suggests substituting one covered product or service for something not covered, decline the offer. Common fraudulent substitutions include receiving:
  - a facial or spa services instead of a therapeutic massage
  - running shoes instead of orthotics
  - designer sunglasses instead of prescription eyewear
  - teeth whitening instead of regular dental care.

## ***Lumino Health Pharmacy***

In July, Sun Life launched Lumino Health™ Pharmacy, provided by Pillway. Lumino Health Pharmacy gives Sun Life plan members easy access to pharmacists for medication and coaching.

### ***About Lumino Health Pharmacy***

More Canadians are turning to pharmacists for health care advice. Lumino Health Pharmacy helps plan members get advice easier and faster and it is a **free**, optional service.

Visit <https://luminohealth.sunlife.ca/s/lumino-health-pharmacy> to learn more.

## ***How Pension & Benefits Can Support You***

Please continue to contact the Pension & Benefits Office by emailing [askpb@yorku.ca](mailto:askpb@yorku.ca). As a reminder, we also accept all documents electronically by emailing [askpb@yorku.ca](mailto:askpb@yorku.ca). **Please do not mail documents you have emailed to us.** We can also be reached at (416) 736-5853 between 8:30 am and 4:00 pm Monday to Friday.

The Pension & Benefits Office is available to meet with you virtually. If you require assistance with completing forms, have questions regarding your upcoming retirement, or general Pension and Benefit related questions, please contact us by emailing [askpb@yorku.ca](mailto:askpb@yorku.ca) or call (416) 736-5853. When contacting us please provide three times you are available, and we will schedule a Zoom Meeting.

## ***Benefit Coverage***

Your benefit coverage is negotiated and agreed to by your union or employee group. The Pension & Benefits Office is not able to alter benefits coverage or make exceptions to benefits coverage. Please see your employee group benefits booklet or contact Sun Life directly for detailed coverage information.

## ***Resources Available through the Sun Life App***

My **Sun Life** website offers very useful information and tools, through Lumino Resources & Offers, to assist you with a number of topics. Here is a list of a few:

- Fitness & Activity
- Pet Health
- Mental Wellness
- Food & Nutrition
- Family & Home

To access information on these topics and many more log into your **My Sun Life** account and click on Lumino Resources & Offers.

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

Going on leave, retiring, or resigning can be stressful and confusing. In most instances, we need your department to send the Employee Transaction Form (ETF) to Human Resources for us to begin our processes. If you have not received information from us in the time periods below, please be sure to check with your department first to find out if they have submitted the ETF.

<b>Event</b>	<b>Due date for Employee Transaction</b>
Leave of Absence	Four weeks before leave commences
sRetirement	Three months before the retirement date
Sabbatical	Three months before the sabbatical begins

The Sun Life member booklets are available on our website at: <https://retire.info.yorku.ca/third-page/>

We **do not** have access to the extensive list of items not specifically outlined in the booklet. Members needing more information on benefit coverage not listed in the booklet must contact Sun Life directly to obtain this information. Please log into the Sun Life member website and use the chat function or contact Sun Life at 1-800-361-6212. You will need your policy number 014098 and your employee/payroll number. If a claim has been declined and you believe you should have been paid, please contact Sun Life directly as the Pension & Benefits office **does not** have access to your confidential claim information.

<b>Request</b>	<b>Timeline for Pension &amp; Benefits Action</b>
Responding to emails	Three business days

Dependent or Benefit Changes	Forms must be received by the end of the day Thursday in order for your information to be sent to Sun Life on the following Monday morning. Sun Life will update your records, where applicable, by the end of the day the following Thursday
Beneficiary Changes	Five business days from receipt of the completed application
Letter of Benefit Coverage Confirmation or Post-Retirement Benefits payment	Ten business days
Responding to Letters from external sources.	Fifteen business days

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

Benefit Booklets are available at <http://retire.info.yorku.ca/third-page/>

The Retirement Planning guide is also found at <http://retire.info.yorku.ca/resources/retirement-planning-guide/>

For information on your 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	Email <a href="mailto:hrhelp@yorku.ca">hrhelp@yorku.ca</a>
Employment Letter	Email <a href="mailto:hrhelp@yorku.ca">hrhelp@yorku.ca</a>
T4's or Records of Employment for active employees	Email <a href="mailto:hrhelp@yorku.ca">hrhelp@yorku.ca</a>
Benefit/claim denial questions (health, dental, vision)	Sun Life 1-800-361-6212 – policy or contract ID is 014098
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 Manager/Supervisor, collective agreement, or Standard Operating Procedure
Retiree questions regarding your T4A, pension payment, tax deductions 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://retire.info.yorku.ca/second-page/retirement-planner/">http://retire.info.yorku.ca/second-page/retirement-planner/</a>
Alumni and Employee Perks	<a href="http://alumniandfriends.yorku.ca/">http://alumniandfriends.yorku.ca/</a>
Link to Online Forms	<a href="http://askus.yorku.ca/portal">http://askus.yorku.ca/portal</a>
Investment advice	Contact a qualified Financial Advisor

### **How to contact Pension & Benefits:**

Email [askpb@yorku.ca](mailto:askpb@yorku.ca) or call 416-736-5853 between 9:00 am and 4:00 pm Monday to Friday

- For Fridays from the Friday prior to Victoria Day 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.**  
Please note all phone conversations are now automatically recorded.

**Here are some websites you can access to obtain more information:**

- Sun Life's Plan Member Services: [sunlife.ca/member](https://sunlife.ca/member)
- York's HR Self Service – for pay advice, direct deposit, dependent and beneficiary information etc.  
[hrselfserve.yorku.ca](https://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 and benefits. Please keep in mind 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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