



CMAW

BENEFIT PLAN

NEWS | SPRING 2025



3 FREE HOURS OF ONLINE COUNSELLING & SUPPORT

ACCESS VIA GREENSHIELD+

Your mental health is important, and seeking professional help should be easy. That's why all members have access to 3 free hours of online counselling. You **do not** need to submit any health claims for these first 3 hours. Should you choose to continue your counselling, further appointments may be claimed through GreenShield+ for a maximum reimbursement of \$1,200 per calendar year (with a psychiatrist, counsellor or social worker).

You can choose to connect with a therapist for mental health support or with a registered nurse, nutritionist or financial coach for health, nutrition and financial advice. All counselling is completely confidential, and the online session is secure and encrypted.

To start, sign-in to the GreenShield app (see page 2) or visit www.cmawefap.ca. After taking a short online assessment, you'll be given a choice of counsellors and appointment times. For general support questions and crisis support call **1-888-525-7587** anytime.

CMAW BENEFIT PLAN UPDATE

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WHEN DRUGS NEED PRIOR AUTHORIZATION

NOT ALL DRUGS ARE AUTOMATICALLY REIMBURSED

Most pharmaceutical drugs under your Plan are automatically reimbursed; you'll either receive reimbursement at the point of purchase or after filing a claim.

However, for certain types of medications known as "prior authorization" drugs, GreenShield (GS) will require that specific medical criteria be met in order to receive reimbursement from the Plan. These drugs aren't automatically covered because they may only work for some patients or because they're more expensive than equally safe and effective drugs.

You can check the status of a prescribed drug by

- Using the drug search feature on the GreenShield App or website
- Calling GS at **1-833-707-4747**, or
- Asking your pharmacist to submit the drug claim electronically using your GS ID card.

DIRECT DEPOSIT

SIGN UP FOR FASTER REIMBURSEMENT

Have your claim payments deposited directly into your bank account, so you can get your money back faster! For information on how to set up direct deposit including helpful videos, visit the GreenShield support page and select Getting Started on GreenShield+:

<https://greenshieldplus.zendesk.com/hc/en-ca>

WAGE INDEMNITY FOR RETIREES

In September of last year, the Trustees approved a motion regarding wage indemnity. All retirees who return to work and remain covered by the CMAW Benefit Plan will be eligible to qualify for weekly indemnity benefits.

ACCESSING GREENSHIELD+

GreenShield recently updated its online platform. Inkblot has now merged with GreenShield's services to become GreenShield+. GreenShield+ integrates all service offerings including counselling and support, a digital pharmacy, and claims history, so you can access everything one place. You can search for healthcare providers, check benefits coverage, access healthcare services, connect with thousands of healthcare professionals, and seamlessly submit your benefits claims anytime, anywhere.

Accessing GreenShield+ is easy: login using your existing GS everywhere login and password. New users will need to create a GreenShield+ account. To get started, go to **app.greenshieldplus.ca/sign-up**, or download the new GreenShield+ app from the App Store or Google Play Store.



PREVENTING FRAUD

REPORT SUSPICIOUS ACTIVITY

Your Trustees and Plan Administrator work closely with GreenShield and the Co-operators to identify and recover fraudulent claims. GreenShield and its Claimwatch team use many different tools to prevent and catch fraud, including conducting random audits to determine the validity of claims. They then notify the Trustees of suspicious activity.

Falsifying claims, altering invoices, disguising and billing ineligible services as eligible services, and collecting disability benefits while working are all examples of benefit fraud.

Most of your CMAW Plan benefits are self-insured. That means that unlike an insurance policy where plan dollars are spent on insurance provider premiums, the contributions made to the Plan are pooled together to fund

benefit payouts. That's why benefit fraud is stealing money from other CMAW members' pockets.

If the Trustees identify fraud, in addition to requiring repayment, they may:

- Suspend a member's coverage indefinitely, regardless of whether employer contributions are being made on their behalf.
- Dissolve a member's hour bank.
- Notify law enforcement, the union, and/or member's employer.

Because fraud increases Plan costs, it is up to all members to be responsible and treat your benefit dollars like your own money. If you hear of or see suspicious activity from a service provider or a co-worker, report it!

GreenShield: **(1-833) 739-9474 / administration@claimwatch.ca**

The Co-Operators:
cooperators.ca/en/client-care/fraud



INTRODUCING LIFESTYLE RX

A FREE VIRTUAL PROGRAM

Lifestyle Rx is a vetted third-party program designed to help patients with diabetes and metabolic diseases improve their prognosis (and even reverse diabetes!) through lifestyle changes.

In groups of 15-30, patients attend weekly virtual sessions with a physician where they can ask questions and hear about the successes and challenges of others. Support also includes videos explaining core concepts, reference guides, self-assessments, personal health reports and exercises. For more information, and to sign-up, visit **lifestylerrx.io**.

NOOJIMO:INDIGENOUS HEALTHCARE

GREENSHIELD & NOOJIMO PARTNERSHIP

Available in BC, Alberta and Ontario, Noojimo Health is an Indigenous-owned company that offers culturally safe and timely virtual mental health services for Indigenous people by an Indigenous care provider.

Noojimo currently offers counselling services in Ontario, British Columbia, and Saskatchewan. Children 12 and under require parental consent to access services.

To sign-up:

- Complete the online form at www.noojimohealth.ca/partnerships/greenshield.php and click submit to book your first counselling appointment with Noojimo.
- You'll receive a confirmation email within two hours and a welcome email within 24 hours with instructions to sign up on our telehealth platform and schedule your video or phone appointment.

For questions or assistance with your account or first appointment, call 1.833.277.5678.

YOUR TRUSTEES

Andrew Brown
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Mikael Jensen
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*Bilsland Griffith is now **Convya Partners**, following a merger with George & Bell. Your toll-free number and service remain the same—only our mailing and email addresses have changed (see above).*

