



CORONAVIRUS – COVID-19 BENEFITS DEPARTMENT UPDATE



LiUNA! Local 506

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BENEFIT ELIGIBILITY & CLAIMS

What will happen to my benefits in the event that I am unable to remain at work?

Your benefits will remain in force for you and your eligible dependents for as long as you satisfy the eligibility requirements of the Benefit Plans. The requirements are available in your Benefit Booklet which can be found on www.506membersbenefits.ca.

If the city and/or country mandates a shut down will my benefits remain active?

Yes – in the event of shut down your benefits will remain active for as long as you are eligible under the eligibility provisions of the plan. As long as you are eligible for benefits your Benefit Drug Card will remain active and will work in the event you and or your eligible dependents require medication during this time. Should you wish to submit claims for reimbursement during this time, please visit www.506membersbenefits.ca to download our **LiUNAcare eClaims app**, or to use our **eClaims web portal** to submit claims online. If you have visited our website and are still having issues downloading or installing the app, please contact us at infobpatech@bpagroup.com.

Will my Drug Benefit Card work during this outbreak?

You can download the **LiUNAcare vCare app** from www.506membersbenefits.ca which will allow you to contact a physician from the confines of your home for non urgent medical care. In addition to talking to a physician, you will be able to be connected with Alliance Home Delivery and your prescriptions will be able to be delivered to your door or to a local pharmacy of your choice.

What if I can't get to a doctor and I or my family need to see a doctor?

The best place to get information is from the **LiUNAcare** website at www.506membersbenefits.ca. Should you require further assistance, please email us at info@506membersbenefits.ca and our Customer Service Agents will be ready and responding to all member inquires as soon as possible.

What will be the best way to get information and stay informed on developments and information on my benefits?

If you would like to send in a Member Payment, please make your cheque payable to Local 506 Trust Administration and mail it to:

I am currently out of benefits and would like to make a Member Payment. Where do I send the payment to?

**Local 506 Trust Administration
Suite 1-3750 Chesswood Drive, Toronto, Ontario, M3J 2W6**

What are your hours of operation during this period?

While the Local 506 Trust Administration Office is currently closed to the public as a precautionary measure, we are available to service you during the following business hours even if there is a mandated shut down (until further notice):

**MONDAY TO FRIDAY
8:30 AM – 4:30 PM**



WHEN EMAILING US, PLEASE INCLUDE:

- Your full name
- Your union number
- The reason for your inquiry



ADDITIONAL INFORMATION AND RESOURCES ABOUT THE CORONAVIRUS AND PREVENTION:

- [Coronavirus disease \(COVID-19\): Outbreak update](#)
- [The World Health Organization \(WHO\) information and preventative measures](#)
- [Centers for Disease Control and Prevention](#)



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MEMBER HEALTH MANAGEMENT

NON-OCCUPATIONAL / SHORT TERM & LONG TERM DISABILITY

Am I eligible to receive Short Term Disability (STD) Benefits if I missed work due to COVID-19 or have been directed to self-quarantine?

Eligible members who miss work due to illness caused by COVID-19 or have been directed to quarantine by a Medical Professional or Health Official may be eligible for STD benefits. Currently the quarantine period is 14 days. If you develop symptoms during this period, the quarantine period may be extended. If either apply, we recommend contact Service Canada to file an Employment Insurance (EI) claim. Please note that the one-week waiting period for EI sickness benefits will be waived for individuals who are quarantined so they can be paid for the first of their claim.

What if I am unable to see a physician?

In recognition of the increasing pressure on physicians and hospitals we will not require an Attending Physician's Statement as part of the application if you are unable to see a doctor. However, we will request confirmation of symptoms and medical treatment received for the condition. Once you have been cleared to return to work, appropriate medical confirmation will be obtained.

If my worksite closes and I am not able to work, am I entitled to receive STD Benefits?

No – in order for an absence to be supported, you must have a medical condition or have been directed to self-quarantine as described.

During the closure, will STD payments be affected?

No – STD payments will continue to be mailed to eligible members.

During the closure, am I required to maintain communication with or submit claim information to my Health Management Services Case Manager?

Health Management Services Case Managers will continue to work with you during your absence from work and return to health. We encourage you to remain in contact with your Case Manager during your absence to avoid any disruptions or delays once the office reopens.

What if I need to apply for or am receiving Long Term Disability (LTD) Benefits?

Health Management Services and the LTD Insurer will continue to operate during the closure. Please continue to work with your Case Manager. If you encounter issues in having the LTD Physician Statement completed, please contact your Case Manager.

Can I present an STD claim during the office closure?

Yes – the department will continue to assess new claims. Please ensure applications are sent to healthservices@506membersbenefits.ca.

What if I require medical attention or a prescription refill and I am having difficulty arranging an appointment with my doctor or want to avoid walk-in clinics or hospital visits for non-emergency issues?

The **LiUNAcare vCare** virtual health care platform provides you and your family the ability to connect with a healthcare provider via secure text and video chat 24/7 to address health questions, concerns, and to fill and refill prescriptions. You can download the **app** from www.506membersbenefits.ca.

I do not qualify for EI Benefits, is there any financial aid available through the Benefit Plan?

If you are not eligible for EI benefits, you may qualify for the Canada Emergency Response Benefit (CERB). This benefit was recently introduced to assist individuals not eligible for EI who are off work due to COVID-19. Visit www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#apply_employment_insurance.



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MEMBER HEALTH MANAGEMENT

OCCUPATIONAL / WSIB BENEFITS

Could I receive WSIB compensation if I contract COVID-19 through work or have been mandated to self-quarantine?

When a worker contracts COVID-19 or directed to self-quarantine as a direct result of their employment, they are likely to be entitled to compensation providing certain criteria relating to the nature of their employment and the extent of their work-related exposure are met.

How will my WSIB claim or payments be affected during the WSIB's office closure?

The WSIB has closed its office to the public as of March 11, 2019 but continue to be operational. WSIB continues to pay all wage-loss benefits. If you have any questions, contact your Member Health Management Services Case Manager. You can also visit www.wsib.ca/en/novel-coronavirus-covid-19-update for more information and updates.

What if I have an appeal or a return-to-work meeting scheduled during the WSIB's office closure?

All in person WSIB meetings will be performed via teleconference or deferred to a later date. All in-person appeal hearings are being rescheduled to a future date. Depending on the requirements, hearings may be performed via teleconference or in writing. Please note that effective March 16, 2019, the Workplace Safety and Insurance Appeals Tribunal (WSIAT) is postponing in-person hearings and rescheduling to a later date. Contact your Health Management Services Case Manager or Legal Representative for more information.

What if I need to speak to my Health Management Services Case Manager or need assistance filing a new claim?

The department will continue to assist you with WSIB matters. Please contact your Case Manager or email us your questions to healthservices@506membersbenefits.ca and attach any documentation.

MEMBER SUPPORT

My family and I are having a difficult time coping with the current environment. Is there any support the Benefit Plan is providing to the members and their families?

LiUNAcare mHealth offers your and your eligible dependents educational tools, an online mental health assessment, and access to virtual mental health sessions, all from the comfort and privacy of your home, from your computer or handheld device. Please visit www.506membersbenefits.ca to use the **web portal** or to download the **app**. You may also utilize the Member Family Assistance Plan toll free at 1-866-462-8047. [Click here](#) to view the online brochure.

MISCELLANEOUS

I have not received my T4A in the mail. How can I get a replacement?

If you have not received your T4A in the mail, please email us at info@506membersbenefits.ca and our Customer Service Agents will be ready to assist. We will not be accepting pick-up requests at this time as our office is currently closed. Due to the sensitive nature and personal information on your T4A document, we will not be able to send a copy to you via fax or email.