



# U.A. Local 71 Trust Funds Transition to Ellement Consulting Group

## FREQUENTLY ASKED QUESTIONS (FAQ)

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### **WHY ARE WE CHANGING?**

The objectives of the Trustees are to provide our members and their families with a health & welfare program which supports their needs and a pension plan that enhances their retirement security. As part of our continuous efforts to improve and enhance the services we offer to our members, we have carefully evaluated the capabilities of several benefit administrators before selecting our new provider. The change allows us to leverage the expertise and technology of an industry leader in the benefits field to better meet your needs.

### **WHEN WILL IT HAPPEN?**

Effective November 1, 2023, Ellement Consulting Group (“Ellement”) will begin administering the Health & Welfare and Pension Plans.

### **WILL MY CURRENT BENEFITS BE AFFECTED BY THIS CHANGE?**

While there may be minor administrative and claims adjudication differences, your current pension and benefits will remain unaffected. If you are currently in coverage for benefits, your drug card, identification number and policy numbers will be changing effective November 1, 2023, otherwise you can continue to rely on the **same level of protection and service you have always enjoyed as a member of the U.A. Local 71 Trust Funds.**

### **IF I AM RECEIVING THIS NOTICE, DOES IT MEAN THAT I HAVE COVERAGE?**

Not necessarily. Receipt of this notice is not a guarantee of active coverage. This message is relevant only to those who are currently covered under our benefits and pension plan. If you are terminated, suspended, or do not have current coverage, you may disregard this message.

### **HOW DO I SUBMIT CLAIMS? DO I HAVE TO RE-REGISTER FOR PRE-AUTHORIZED DEPOSIT?**

If you are covered for benefits in September 2023, you will receive by mail a comprehensive benefits package before November 1<sup>st</sup>, which will provide you with information on how to submit claims. You will not have to re-register for pre-authorized deposit as Coughlin & Associates Ltd. (“Coughlin”) will transfer your benefits information, including your banking information for claims reimbursement.

### **WHAT HAPPENS TO MY PENDING CLAIMS OR ONGOING TREATMENTS?**

Your pending claims and ongoing treatments will continue to be honored if your active coverage is maintained. There is no need to re-submit any pending or ongoing claim requests.

### **CAN I CONTINUE TO USE MY EXISTING DRUG CARD?**

You can use your existing card until October 31<sup>st</sup>, 2023. Effective November 1<sup>st</sup>, 2023, you must use your new benefit card, which will be sent to you prior to this date.

### **WILL ALL MY INFORMATION BE TRANSFERRED TO THE NEW PROVIDER?**

Yes, Coughlin will transfer your information to Ellement. Privacy and data security is of utmost priority for both Coughlin and Ellement. Both providers will follow strict protocols to secure your personal and policy information.



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### **WILL MY DEPENDANTS STILL BE COVERED?**

Yes. All eligible dependents under your existing coverage will remain unchanged and fully intact following the transition.

### **CAN I STILL ACCESS MY CLAIMS INFORMATION THROUGH THE SAME PORTAL?**

No. There will be a new claims portal provided by Ellement, for which you will have to register. You will receive your username and temporary password in your benefits packages prior to November 1<sup>st</sup>, 2023. The benefits packages will provide details on accessing and using the new portal and Ellement mobile app.

### **WHAT ABOUT MY PENSION PLAN? WHO DO I CALL IF I HAVE QUESTIONS ABOUT MY PENSION?**

Effective November 1<sup>st</sup>, 2023, you can contact Ellement with any questions about your pension. Any pension related requests that were sent to Coughlin prior to November 1<sup>st</sup> and are still in progress will be transferred to Ellement for completion.

### **WHAT DO I NEED TO DO?**

Effective November 1<sup>st</sup>, 2023, tell your service provider (dentist, pharmacist, etc.) that you have had a change of benefits provider and give them the postcard with step-by-step change instructions that will be included in your benefits package. If they have difficulties submitting your claim, have them call Ellement at 1-877-679-0088 or email at [providers@ellement.ca](mailto:providers@ellement.ca).

### **WHAT HAPPENS IF I PARTICIPATE IN THE PRE-AUTHORIZED WITHDRAWAL PROGRAM?**

If you self-pay and already participate in the pre-authorized payment program with Coughlin, your banking information will be transferred to ensure a seamless transition to Ellement. Please note that the timing of pre-authorized payments will change from the 15<sup>th</sup> to the 1<sup>st</sup> of each month with our new provider. You will receive additional information about this transition prior to November 1<sup>st</sup>, 2023. Retirees currently self-paying premiums for monthly benefits will receive special correspondence in the coming weeks.

### **WHAT HAPPENS IF I AM RECEIVING WEEKLY INDEMNITY DISABILITY PAYMENTS?**

If you are currently receiving weekly indemnity, your payments will continue with our new provider. To ensure uninterrupted payments during the transition period, Coughlin will issue you the equivalent of two weekly payments at the end of October to carry you into the first week of November. Your weekly indemnity payments will resume with Ellement on November 9<sup>th</sup>, 2023. Members currently on disability will receive special correspondence in the coming weeks.

### **WHAT HAPPENS IF I AM RECEIVING MONTHLY PENSION PAYMENTS?**

If you are currently receiving monthly pension payments, they will continue with our new provider. To ensure uninterrupted payments during the transition period, Coughlin will issue your November pension payment on **October 30<sup>th</sup>**. Your monthly pension payments will resume with Ellement on December 1<sup>st</sup>, 2023. Retirees and surviving spouses will receive special correspondence in the coming weeks.



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#### **CAN I BOOK AN IN-PERSON MEETING WITH THE OTTAWA ELLEMENT TEAM?**

Absolutely! Ellement's Ottawa office is located at 1150 Cyrville Road and their team members are available to meet with members in person to answer questions about their benefits and/or pension. Before going to their office, we ask that members schedule an appointment in advance so they can prepare themselves and use your time most efficiently. Please visit <https://calendly.com/ellement-ottawa-office> to schedule a time to meet with them.

#### **WHEN WILL I RECEIVE UPDATED PENSION AND BENEFITS BOOKLETS?**

Booklets are currently being updated to include the new provider's information. Copies will be available electronically by contacting Ellement and will also be available on the portal and websites.

#### **WHAT NEW SERVICES CAN I EXPECT?**

A new dedicated website for the U.A. Local 71 Health & Welfare and Pension Trust Funds is being created and scheduled to be available by the end of this year. You will be provided with details on how to access the new website once it has been launched. The new website will provide several self-serve options that will allow you to view your Hour Bank and Pension account balance and make certain changes to your personal information.

#### **SHOULD I ATTEND THE OCTOBER 3<sup>rd</sup> MEMBERSHIP MEETING TO GET MORE INFORMATION?**

Yes, attending the October 3<sup>rd</sup> membership meeting is highly recommended if you are looking to gather more information about Ellement, new services and the transition. This meeting is a valuable opportunity to stay informed, engage with other members and have your questions answered directly. We encourage your participation to make the most of this informative event.

#### **WHAT SHOULD I DO IF I HAVE QUESTIONS OR NEED ASSISTANCE DURING THE TRANSITION?**

Feel free to reach out to Ellement's dedicated customer support team for any questions or assistance you may need. They are here to help you navigate through this transition smoothly.

#### **HOW DO I CONTACT ELLEMENT?**

**Phone:** 613-319-6266  
**Toll-free:** 1-844-431-6266  
**Email:** [UALocal71@ellement.ca](mailto:UALocal71@ellement.ca)  
**Office Address:** 1150 Cyrville Road, Suite 410 | Ottawa | ON | K1J 7S9  
**Mailing Address:** 1345 Taylor Avenue | Winnipeg | MB R3M 3Y9  
**Hours of Operation:** Monday to Friday from 8:30am to 4:30pm ET