



## **Frequently Asked Questions (GM Benefits)**

Members at General Motors have lots of questions related to their health care benefits. We have prepared this document to handle the majority of the questions that are coming in. We also included some useful links and phone numbers you can call for assistance. Erika and I are both laid-off but will respond to Facebook, e-mails and calls as quickly as we can. This document will be updated periodically.

### **During the layoff, what health benefits do I have?**

Dental will continue until end of April. Health Care Benefits including; Drugs, Physio, Massage, Chiropractor etc. will continue with a copayment.

### **Will I get a bill for the Health Benefits?**

Yes, The Benefits Centre will send out a bill to your address on file. To keep your benefit coverage, you must pay this bill when you receive it. Failure to pay this bill will result in your benefits stopping at the end of April even if you return to work. The payment will be approximately \$62.80 for a billing period of 2 months. Follow the billing instructions included with your bill.

Mail payments to: GM Canada, Box 4260, Station A, Toronto. Ontario, M5W 2Y8

### **Are Green Shield Claims still being processed?**

Yes, Green Shield claims are still being processed. They can be submitted on a claim form by mail or submitted online through the website or the mobile app.

### **When is the Tuition assistance deadline?**

The deadline for Tuition Assistance applications for the year 2019 is March 31<sup>st</sup>. Applications can be submitted online, by fax or mailed to the Benefits Centre. Please submit your application

before the deadline with the information you have. If the Benefits Centre requires supporting documentation it can be sent in after the deadline.

### **Do I still have Legal Service Coverage?**

Yes, Legal Services is available to (eligible members) who have been continuously laid off for a period up to 18 months after the month your lay off started. Contact Unifor Legal Services, 55 King Street, 2nd Floor (corner of King and Queen Street) St. Catharines 905-641-1313

### **What should I do if I think I have COVID-19?**

If you think you have COVID-19 symptoms or have been exposed to COVID-19 you can call Public Health at 905-688-8248 ext. 7019 or toll free at 1-888-505-6074 for an initial screening. Based on an assessment, patients may be referred to one of the Assessment Centres in Niagara. Staff at the centre will contact referred patients directly to arrange an appointment. After talking to Public Health and if they advise you to self-isolate, self-quarantine or test for positive for COVID 19 please contact your Benefit Rep. 905-641-6444 or General Motors @ 905-641-6355.

### **What if I am stranded abroad, but left Canada before the travel advisory was in place?**

The Canadian Government has asked all Canadians who are out of the country to return home. We strongly recommend that all members and their beneficiaries return to Canada. If your travel coverage will expire while stranded in an area under quarantine (due to the trip day limit or a limited coverage period), GSC will extend the emergency medical coverage until the end of the period of quarantine. If you are stranded beyond the planned return date from your trip in an area under quarantine, GSC will allow reimbursement for meals and accommodations for the additional unplanned days up to the amount included in your benefits plan. Call Green Shield Canada for assistance and to verify your coverage 1-888-711-1119

### **Do I have coverage if I travel to a Country after a Canadian Government Travel Advisory has been issued?**

**No**, I recommend you do not travel while a travel advisory is in place. Any medical claims related to condition(s) for which the advisory was issued will not be eligible. If you are stranded in a location due to quarantine extensions to travel coverage beyond the maximum number of days will not be considered. If you have questions about Out of Province coverage Call Green Shield Canada to verify your coverage 1-888-711-1119

## **RESOURCES**

Green Shield Canada and Allianz Global Assistance (Out of Province travel Insurance provider) have recently released updates on their websites on Coverage updates and clarifications related to coronavirus. [GreenShield Coronavirus FAQ – March.2020](#) [Allianz Travel update MARCH 11.2020](#)

### **Where can I get help with my GM Health Care Benefits?**

Both the Union Office in the Plant and Union Hall are closed due to COVID-19. However, you can leave a message for the Benefit Rep by calling 905-682-2611 x 228. We expect a high volume of calls. If your call is pushed to voice mail, please leave your name, number and a short message, we will call you back in the order the messages are received.

### **You can call providers directly with your questions.**

Hewitt Associates, Alight Solutions	1-877-442-4625
Green Shield Canada,	1-888-711-1119
Out of Province Coverage Canada & the U.S.A. (group number is #9623 active. Retired #5027)	1-800-936-6226
Out of Province Coverage, Outside Canada & U.S.A. (group number is #9623 active. Retired #5027)	(0-519-742-3556)
Unifor Legal services	905-641-1313
GM Call in Number	1-877-868-3895
Website	<a href="http://www.greenshield.ca">www.greenshield.ca</a> <a href="#">GM Benefits Centre Log in</a> <a href="http://www.gmstcatharines.ca">www.gmstcatharines.ca</a>

**These FAQ's will be updated periodically, stay healthy.**

**Lawrence Robson GM Benefit Rep**  
**Erika Mauro Alt. Benefit Rep**

22<sup>nd</sup> March 2020