

THE EDMONTON PIPE INDUSTRY

HEALTH, WELFARE & PENSION TRUST FUNDS

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**To: All Plan Members
The Edmonton Pipe Industry Health & Welfare Plan**

Dear Plan Members,

Please take note of the following administrative change regarding submission of certain claims for payment:

Custom Made Orthotics

Effective with claims incurred November 1, 2016, **ALL** claims for orthotics **MUST** be purchased from an eligible provider with Green Shield Canada. You can search for eligible providers through your Green Shield online access or contact the Administration Office for help.

Purchases made from non eligible providers will result in your claim being denied.

The Administration Office has been made aware by some Members that certain orthotic providers are offering free pairs of athletic shoes with the purchase of orthotics. Note that your Health & Welfare Plan does not cover athletic shoes and that this scheme by certain providers may simply be an attempt to increase the charge for your orthotics in order to provide the free shoes.

Electronic Claims Submission via Green Shield Canada

Members are reminded that, effective January 1, 2016, **ALL** claims for prescription drugs **MUST** be submitted for reimbursement electronically by your pharmacy at time of purchase. In addition, Members should also insist that, whenever possible, claims for dental services are also to be submitted electronically, by your dental office, to Green Shield Canada.

Paper claims are not to be sent directly to Green Shield Canada. By doing so simply creates a lengthy delay in the reimbursement of your claim.

Should you have any questions with regard to the above, please contact the Administration Office.

Respectfully submitted,

Rick McAteer