



April 13, 2018

### **Coverage for Respiratory Devices, Hearing Aids and TENS Supplies**

It has come to our attention, that many retirees from OPG did not receive the following information contained in the Member Bulletin 16-46 which was originally distributed on April 27, 2016.

As retirees may already know, OPG changed its benefits administrator from Great-West Life to Sun Life some time ago and Sun Life started denying certain benefits claims that the PWU believed were covered by the PWU Collective Agreement and the Benefits Brochure incorporated into the Collective Agreement.

The Union set up an expedited system of dealing with individual benefits denials in addition to the dental claims adjudication process, but also filed policy grievance OPG-P-151 to deal with some global issues, particularly in respect of denials of coverage for APAP and Bi-PAP machines, which are alternatives to the standard CPAP respiratory device.

We are pleased to report that on March 10, 2016, the parties settled grievance OPG-P-151 (settlement attached).

The settlement provides coverage for the APAP and Bi-PAP machines in addition to the CPAP machine. Members or retirees claiming reimbursement for supplies for CPAP, APAP or Bi-PAP machines will be required to submit new medical documentation confirming the continuing need for the respiratory device from his/her treating physician if more than 24 months have passed since the date of the last medical documentation on file. Those seeking reimbursement for the machine itself will have to provide new medical documentation if more than 5 years have passed since the date of the last medical information on file detailing the relevant medical condition and confirming the continuing need for the respiratory device.

The settlement also provides that Sun Life will no longer wait for the Assistive Devices Program (ADP) decision to adjudicate and/or pay a claim for hearing aids (something Sun Life had been doing, which causes delay to claimants).

Finally, OPG acknowledged that coverage for Transcutaneous Electronic Nerve Stimulators ("TENS" machines) includes coverage for associated supplies.

# Member Bulletin



## MB18-41

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This settlement represents a much-needed clarification to member entitlements in respect of respiratory machines and supplies, hearing aids and TENS machine supplies and a welcome correction to Sun Life's administration of the PWU OPG benefits program. OPG retirees should govern their claims submissions in accordance with the settlement.

We trust that this information will be of assistance to you.

Sincerely,

Andrew Clunis  
Vice President Sector 1  
Power Workers' Union

Jeff Parnell  
Vice President Sector 2  
Power Workers' Union