

Toronto Communications

*Leaders: Please cascade this **important** update to employees without email access.*

IMPORTANT: Mailing delay regarding L112 and L673 employees' group benefits program change

Due to the current disruptions with Canada Post, the information regarding the change of insurance provider from Green Shield to iA, which was sent to employees' home addresses, **will be delayed**.

Please note that employees **can nonetheless access** their new insurance information and cards. Your virtual group insurance card is available in iA's [My Client Space](#) and the iA Mobile app (Google Play and App store).

My Client Space	iA Mobile
Your virtual group insurance card is available and can be printed from the Forms and Documents section or from the Overview page.	Wherever you are (with or without internet access), your virtual group insurance card is available in the app. Download the app via the Google Play store or the App Store .

FAQ and tutorials

[This document](#) includes a list of frequently asked questions regarding this change, as well as how-to visuals for accessing the iA client space and app. A downloadable [PDF is available here](#).

Should you have any questions, please contact the [Employee Service Centre](#), or iA directly for assistance with their website or the mobile app.

Original email sent November 1, 2024:

Following the agreement reached with your union, your insurance benefits will now be provided by **Industrial Alliance** (IA). This change takes effect December 1, 2024.

You will have equivalent coverage to what you currently have. Permanent full-time active employees will also have access to **Maple Virtual Tele-Health** services.



You will receive new insurance cards from IA which will include all the necessary information to process your prescription drug claims. Although your policy and certificate number will not change, you will need to present your new card to your

Additionally, your claims history will be transferred from Green Shield to IA, including any pre-approved drugs.

Important dates to remember:

- **End of November 2024:** IA cards mailed to your home
- **December 1, 2024:** Date to start submitting all your claims to IA for expenses incurred on or after December 1, 2024
- **February 28, 2025:** Deadline to submit expenses (prescriptions, hospital, long term care, vision and hearing care) incurred before December 1, 2024, to Green Shield
- **February 28, 2025:** Deadline to access your profile on Green Shield's mobile application and the plan member site

More detailed information will be mailed to your home by mid-November. For questions, please contact the [Employee Service Centre](#).