



# Team TELUS Benefit Options Manual

Benefits for TELUS Retail Part-time Team Members

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**This manual summarizes the benefits for TELUS Retail part-time team members. Please refer to the detailed information on myHR. Team members must be Canadian Residents.**

**As a summary, it cannot contain all the details. In the case of any discrepancy, benefits will be paid according to official plan documents, contracts and applicable legislation.**

# Introduction

## Welcome to Team TELUS Benefit Options

This manual describes the Team TELUS Benefit Options coverage for TELUS Retail part-time team members.

The guide provides comprehensive information about the benefits available to you under Team TELUS Benefit Options as well as information on submitting claims.



# Team TELUS Benefit Options

This section of the guide outlines your benefit plans. Primary plans are 100% paid by TELUS Retail.

## Primary Plan

The Primary Plan includes coverage in the following benefit areas:

- health spending account
- prescription drugs
- death benefit
- business travel accident insurance

## Health Spending Account (HSA)

Each year, TELUS Retail deposits **\$750** into your HSA. For team members hired after March 1, funds are prorated.

The health spending account (HSA) is a great way to use TELUS Retail dollars tax-effectively. You can receive tax-free\* reimbursement for medical or dental expenses that:

- Qualify for the medical tax credit under the Income Tax Act (but are not claimed on your tax return); and
- are not reimbursed by any other insurance plan (government or private).

\* Team members in Quebec must pay provincial tax on reimbursements.

You must use any funds in your HSA by the end of the benefit plan year or you lose them. You may, however, carry expenses forward to the following benefit plan year (but no longer than one year).

## Overview

- You don't pay any taxes on the money deposited in your HSA.
- You submit claims for eligible expenses against your HSA and receive payment from the HSA tax-free, for provinces other than Quebec.
- The tax rules require you to use up the dollars that TELUS Retail deposits in a given benefit plan year or you lose them.
- You can carry forward expenses to the next benefits plan year (but no longer), provided you were a participant in the HSA when the expense was incurred.

Your HSA may be used to reimburse eligible medical and dental expenses for you, your spouse and other family members who may be claimed as dependents for income tax purposes, including:

- the child or grandchild of you or your spouse
- the parent, grandparent, brother, sister, uncle, aunt, niece or nephew of you or your spouse (as long as the dependent is resident in Canada for part of the year)

### **Tax Matters**

For provinces other than Quebec you do not pay taxes on the money that TELUS Retail deposits. In other words, you pay for eligible expenses with before-tax dollars. For team members in Quebec reimbursements from your HSA are subject to provincial income tax.

Here's an example:

If you use \$400 from your HSA, you would create a taxable benefit of about \$459. This includes premium tax, sales tax and some administrative costs.

If your provincial marginal tax rate is 23 per cent, you would pay \$106 provincial income tax on this amount. The advantage of using your HSA for medical expenses is that you pay no federal income tax on this amount.

The tax rules do not let you put your own money into the HSA – you may use only the money TELUS Retail deposits.

### **What's Covered**

The list of eligible expenses is governed by the Canada Revenue Agency. If you are unsure about the eligibility of an expense, please contact Canada Life for clarification.

You can claim premiums paid to a private health services plan with after-tax dollars (e.g., your spouse's benefit plan or individual travel health insurance), as well as deductibles and co-insurance.

The list of eligible expenses is extensive and includes such items as:

- assistance devices
- care and facilities
- dental services
- drugs
- medical practitioners
- medically related transportation, meals and accommodation
- miscellaneous medical expenses
- prescribed medical devices and equipment
- vision care

The list contains many items that may already be covered under most employer-sponsored plans. If you are not covered under a spouse's employer-sponsored plan or if coverage is not 100 per cent, the HSA can be used to reimburse the remaining portion. If you don't have other coverage or if you've used up your coverage, you can submit a claim to your HSA for the entire expense.

## What's Not Covered

The following items are examples of expenses are not reimbursed from your HSA even if they are prescribed by a medical practitioner, because they are not specifically included on the list of eligible expenses defined by the Canada Revenue Agency:

- air conditioners, humidifiers, dehumidifiers or air cleaners (even for individuals suffering from a chronic respiratory condition)
- allergy serums, except for payment to a doctor for professional fees
- chiropractic supplies (e.g. Normalizer pillow, water pillow)
- CPR courses (e.g. St. John's Ambulance emergency treatment course)
- disability insurance premiums
- drugs or remedies from naturopath
- ear plugs (even if prescribed following surgery)
- eye patches
- government insurance premiums
- health and dental group insurance premiums paid with credits rather than after-tax dollars
- homeopathy, unless performed by a naturopath
- lumbar air cushion, lumbar roll
- Medic Alert bracelet
- midwife service, unless provided by an RN
- OBUS chair
- reflexologist
- shiatsu therapist
- smoking cessation program

## The Details

### Carry Forward Expenses

Tax regulations state that you must use the money deposited into the HSA in a given year or lose them. You have until May 31 of the next year (must reach Canada Life by May 31), or up to 90 days following termination of your eligibility for an HSA, whichever comes first, to submit those expenses. You can carry forward unpaid expenses to the next benefit plan year (but no longer) to be reimbursed with the new deposit, so long as you were a participant in the HSA when the expense was incurred.

### Submitting A Claim

When you are ready to submit a claim for reimbursement from your HSA:

- Make sure all other plans have paid their share.
- You can file your claim online at Canada Life's Customer Access Web Site and have your reimbursement deposited directly in your bank account.
- Alternately, you can complete the HSA claim form that you can print from the Canada Life website. The mailing address is on the bottom of the form.
- To ensure quick and accurate reimbursement, be certain to complete the entire form including your policy number (50764), name and member identification number (your team member number excluding the T).
- Attach original receipts or the Explanation of Benefits (EOB) form from Canada Life or from another plan.
- Keep a copy of the claim forms and supporting documentation for your own records.
- Send your claim to the address at the bottom of the form.

Your eligible HSA claims will be processed and paid as soon as you submit them providing you have dollars left in your account.

You have until the last day of February to incur expenses for payment from that benefit plan year's HSA. Expenses must be received by Canada Life on or before May 31<sup>st</sup>, or up to 90 days following termination of your HSA eligibility whichever comes first. If you run out of health dollars in your HSA, or if you wait until after May 31 to submit the expenses, you can carry the expenses forward to be paid from the next benefit plan year's HSA, so long as you continue to participate in the HSA.

## The Timing

### When Your Eligibility Starts

Money is deposited into your HSA at the beginning of each benefit plan year and is available for use as soon as it is deposited.

### When Your Eligibility Ends

Your HSA ends on the day your employment terminates or the day you move to another TELUS benefits plan and do not participate in an HSA, although you may still claim for expenses incurred while you were employed or participating in the HSA. You must submit the claim within 90 days of the date your employment ended or HSA participation ended.

## Prescription Drugs

The plan provides coverage for drugs and medicines that, legally, require a prescription, have a Drug Identification Number, and are dispensed by a licensed pharmacist or physician. Eligible expenses are limited to drugs listed in the Régie de l'assurance-maladie du Québec (RAMQ) drug formulary.

Members (regardless of Province of residence) are eligible for reimbursement of prescription drugs that are listed under the Public Prescription Drug Insurance Plan of Quebec.

In order to qualify for drug coverage under this plan, you must use all of your \$750 health spending account funds on eligible health (including prescription drugs) or dental expenses. Canada Life will keep track of the expenses claimed under your Health Spending Account (HSA) to determine eligibility.

Claims can be submitted either through the Canada Life plan member website, mobile app, or by paper claim.

**NOTE:** *The Quebec Public Prescription Drug Insurance Plan adjusts the drug reimbursement levels annually on July 1<sup>st</sup>*

## The Timing

### When Your Eligibility Starts

You are eligible to receive reimbursement from the Prescription Drug plan once the \$750 deductible has been satisfied each benefit plan year.

### When Your Eligibility Ends

Your prescription drug coverage ends on the day your employment ends.



## **Death Benefit**

The Death Benefit is a lump sum of \$10,000 paid by TELUS Retail to your named beneficiary if you die from any cause. If there is no named beneficiary, the lump sum will be paid to your Estate.

## **Beneficiary**

It is better to name an individual as a beneficiary rather than your estate because the payment will be faster and more direct. If the insurance payment goes to your estate it will be used to settle debts before it is paid out to the beneficiaries of your estate.

You can name your beneficiary in the benefits enrolment tool at annual enrolment or fill out a Death Benefit beneficiary form which can be found on [go/flexit360](http://go/flexit360). The TELUS benefits team must have a signed copy of your beneficiary form listing your named beneficiaries on file in order for them to be valid.

## **Tax Matters**

Income tax is not deducted on a lump sum death benefit from an employer.

## **Business Travel Accident Insurance**

Business travel accident insurance provides a lump sum benefit if you die from an accident while traveling on company business. Benefits are also paid for dismemberment or permanent disability as a result of an accident while traveling on company business. Benefits are paid in addition to any other insurance benefits that may be paid through group insurance.

In this Plan, accident means an event, happening by chance, that is not foreseeable or preventable.

Coverage is three times your annual contracted salary and is payable on death as a result of a covered accident. Twice this amount is paid if paralyzed. Various percentages are paid for dismemberment. The extent of the coverage depends on your travel status at the time of loss. Trips must be authorized and paid for by the company.

## **Tax Matters**

The premiums paid by the company for business travel accident insurance are a taxable benefit. Your beneficiary does not have to pay income tax on the accident insurance benefit.

## Contacts and Resources

Canada Life is the carrier for the Health Spending Account and the Prescription Drug plan.

The group contract number is 50764.

### Claims

#### Health Spending Account (HSA)

Submit all eligible HSA claims to Canada Life. The deadline is May 31 for previous benefit plan year expenses. The claim forms can be printed from the Canada Life website or you can file your claim on-line at Canada Life's GroupNet for plan member web site and have your reimbursement deposited in your bank account.

To submit and track claims through my Canada Life Mobile, download the app to your BlackBerry from BlackBerry App World or to your iPhone from the Apple App Store. Android and other smartphone users can access my Canada Life Mobile at [www.mysunlife.ca](http://www.mysunlife.ca). For more information about the app and to view a demo, visit my Canada Life Mobile.

#### Prescription Drugs

Once you have reached the \$750 drug deductible, you can complete the extended health claim form from the Canada Life website. The mailing address is on the bottom of the form.

To ensure quick and accurate reimbursement, complete the entire form, including your policy number (50764), name and employee identification number. Keep a copy of the form and receipts for your own records.

#### Contacting Canada Life

Call Canada Life at **1 888 964 1275**. Please be ready with your Policy number for more efficient service.

#### If you have questions about Team TELUS Benefit Options or your personal situation:

- Contact askHR by
  - Asking a question online through live chat or by email
  - Chatting directly with a member of the askHR team at 1 866 899 8999

*The information in this document is a general description of your employer-sponsored benefit plans. This document is a summary and as such cannot contain the full plan details. In the event of any misunderstanding or discrepancy, benefits will be paid according to the applicable contracts, policies, plan documents and legislation. TELUS Retail reserves the right to amend or discontinue these plans at any time.*