

TIANS Members Benefits Plan Frequently Asked Question

1. Does this drug plan cover my prescription?

Green Shield drug coverage is comprehensive, including both generic and brand name drugs. However, in order to confirm your prescription is covered, we would require the drug identification number (DIN), name of the drug and dosage.

2. If I have current coverage already, can I apply for the plan design options and rates posted on the website?

You can request any one of the posted plan designs, or we can match what you currently have. Send your claims experience along with your rates and other documentation, so we can evaluate the information and provide you with appropriate new rates.

3. What information do you require from me?

If you do not have a current health & dental plan and are requesting one of the posted plan designs, please indicate which plan. Provide a list of eligible employees; indicate the name and industry of your business and if all eligible employees are currently at work.

If you currently have a benefits plan in place, then please provide claims history and rates for the last 2 to 3 years; a copy of your current plan design or indicate if you are requesting one of the posted plan designs; also include the other items listed above.

4. Once I have decided to join the plan what information is required?

You will need to complete the employer application and have all eligible employees fill out and sign an employee application (see website for forms). Employers must include a completed preauthorized cheque (PAC) form and provide a cheque for the first month's premium, which is indicated on the quote you received. Please include a copy of the plan design or quote you have chosen.

5. Are my benefits locked in?

Although your rates will be guaranteed until the next renewal date, you are not locked into any commitment to continue the plan. All that is required to terminate your plan is to provide 30 days written notice to Fraser & Hoyt Benefits.

6. Who should I contact if I have questions or an issue I wish to discuss?

You should contact your plan administrator within your own company or contact Fraser & Hoyt Benefits at 1-888-675-3575.

7. If I have a claims issue who should I contact?

If you have an issue with a health or dental claim, then contact Green Shield by calling 1-888-711-1119.

8. When should I cancel my current coverage?

You should not cancel any current coverage until you have been advised that you have been accepted by the association benefits plan.

9. What is the turn around time on my benefits quote?

Please expect 5-7 days from the time we have received all necessary information.