

1. What are the changes to OHIP+?

Effective April 1, 2019, all youth aged 24 years and under covered by a private group insurance plan will have to submit their prescription drug claims to their provider.

2. What is considered a private group insurance plan?

Youth aged 24 years and under are considered covered by a private group insurance plan if they have drug insurance benefits or if they have access to a health spending account (HSA).

3. I have a private group insurance plan but my dependents 24 years old and under are not covered for drugs. Can I still submit their drug claims to OHIP+?

Yes. Since they do not have access to drug insurance coverage they can benefit from OHIP+.

4. My private group insurance plan has an annual limit for drug insurance benefits. Can I submit a claim to OHIP+ after reaching my limit?

No. If your drug costs exceed your annual limit, you must enroll in the *Trillium Drug Program*, which could provide you with financial support.

5. My private group insurance plan does not cover some drugs. Can I submit a claim for these drugs to OHIP+?

No. You must enroll in the *Trillium Drug Program* which may reimburse you for these drugs.

6. A family member under 24 years of age is taking a drug for which we need approval from the Exceptional Access Program. Do we now need to obtain the approval of iA Financial Group for this drug?

Yes. You must send us a request as that drug could require prior authorization from iA Financial Group.

Here the procedure to follow to submit your request:

- Provide proof (a copy of the receipt from the pharmacy) certifying that the drug has already been reimbursed by the *Exceptional Access Program*. If necessary, ask your pharmacist for a copy of your last bill. Your request must include your policy and certificate number.
- Send your request to iA Financial Group in one of the following ways:
 - **By secure messaging:**
 - Log in to My Client Space, our secure website, at ia.ca/myaccount and after logging in, click on the white envelope at the top of the screen.
 - If you have never logged in to My Client Space, click on **Create account**.
 - **By email:** groupinsurance@ia.ca
 - **By fax:** 1-877-780-7247
 - **By mail:** Health and Dental Claims Department
PO BOX 4643, Station A
Toronto, ON M5W 5E3

You can expect to receive notification within 10 days of when your request is received by iA Financial Group.

7. What will happen if my pharmacist accidentally submits a claim and OHIP+ pays?

The pharmacist will be able to correct this situation by reversing the claim and submitting it to our private group insurance plan.

Frequently asked questions

Transition: OHIP+



8. Will the reimbursement rate of my claim with iA Financial Group be the same as OHIP+?

No, not necessarily. Claims made to iA Financial Group will be reimbursed based on the terms of your private group insurance contract.



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