

Deadlines for Extended Health, Dental and Health Care Spending Account Claims

Under the provisions of your Extended Health & Dental plans, Health Care Spending Account (if applicable) and your Wellness Spending Account (if applicable) there are deadlines you should note:

Extended Health and Dental Plan Claims

Expenses incurred in the year 2016 must be claimed by January 31, 2018.

Expenses incurred in the year 2017 must be claimed by January 31, 2019.

Health Care Spending Account and Wellness Spending Account Claims (if applicable)

Expenses incurred in the year 2017 must be claimed by March 31, 2018.

Paper claims should be sent to:

Manulife Financial

Group Health & Dental Claims

P.O. Box 1653

Waterloo, ON N2J 4W1

Online claims can be submitted by logging in at Manulife's Plan Member site at

<https://wwwec7.manulife.com/GBPlanMemberUI/Login.aspx?language=English>

All claim submissions received at Manulife after the dates listed above will not be eligible for reimbursement.

There are a few options to utilize your Health Care Spending if Manulife has a claim on file and you have not been reimbursed 100% of the expense. You may send an email securely to their customer service centre via the "Send a Note" function under the Questions tab on Manulife's Plan Member site. You may provide them verbal direction by calling 1-866-896-8515 or you can submit a paper claim using the following claim form, http://www.uwo.ca/hr/form_doc/benefits/form/hcsa_claim.pdf.

Use the following form for reimbursement from your Wellness Spending Account,

http://www.uwo.ca/hr/form_doc/benefits/form/wellness_form.pdf

To see the current balance in your Health Care Spending Account and/or your Wellness Spending Account, login to the Manulife Plan Member website. Select "My Benefits", then the link that says HCSA Balance/WSA Balance. For the HCSA, you will see amount deposited in current year, claims paid, and your current balance. For your WSA you will see your cumulative balance. To see your claims history details for both the HCSA and WSA – see 'Claims History' then choose either HCSA or WSA. You may also call Manulife directly at the toll free telephone number 1-866-896-8515 to inquire about your balances.

For your Health Care Spending Account, the amount subject to forfeiture will be found in the "Unused" column beside the 01 Jan 2016 - 31 Dec 2016 calendar year. You will have until March 31, 2018 for Manulife to receive any claims incurred in 2017 that would be paid from this balance prior to it being forfeited.

The current balance indicated at the top of the HCSA balance page is a combination of 2017 and 2018 plan year deposits minus applicable claims.

For your Health Care Spending Account, the "Unused" column beside 01 Jan 2017 - 31 Dec 2017 funds will be added to your 2018 HCSA deposit and may be used against 2018 expenses. Please note, this balance will be subject to forfeiture if an expense is not incurred by December 31, 2018 and received by Manulife by March 31, 2019.

If you have any questions, please contact Human Resources at 519-661-2194 or email hrhelp@uwo.ca.