



## Plan member support during crisis events

Frequently asked questions for members of Manulife group benefits and disability plans  
*April 2019*

### **How to contact us:**

Group benefits: 1-833-802-1183; Life\_Moments@manulife.com  
Disability: 1-833-802-1183; Life\_Moments@manulife.com

### **Group benefits plan members with disability coverage**

#### **Q. I have a disability question. Who should I call?**

A. Please call us (1-833-802-1183). Our team can help you with general questions about a disability claim, or answer your questions if you're on short or long term disability.

#### **Q. I am on disability, and normally receive my cheque through Canada Post mail delivery. How can I get my cheque now?**

A. We can set you up to receive your disability payments through direct transfer into your bank account. Please call us. We will help get you set up.

#### **Q. I lost a cheque because I had to leave my home. Is there a way I can still get that money?**

A. Yes - Manulife can put a stop payment on that cheque and send the money to you in one of two ways:

1. By direct deposit
2. By sending you a new cheque to your existing address or a temporary address.

Please call us and we will take care of this for you.

### **Group benefits plan members (health and dental coverage)**

#### **Q. I had to leave my house and left my prescription medications behind. Can I replace my lost prescriptions?**

A. During this time, we will allow replacement medications and early refills to ensure that your claims for eligible prescriptions are being processed.

#### **Q. I am running out of my medication but don't have a copy of my prescription and can't get to my pharmacy. How can I get my refill?**

A. We will work with whichever pharmacy you choose to ensure your claims for eligible prescriptions are processed.



**Q. I do not have my benefits card and I do not remember my Plan and ID number and I need to make a claim. What do I do?**

A. Please call us. After verifying your identity, we can provide you with your Plan and Identification number.

**Q. I've lost my receipts. How can I get reimbursed for my claims?**

A. We will work with any providers to reconstruct lost claims, secure receipts, etc. If the provider of services has also been affected and/or had to leave the area, please contact us and we will help find a potential solution that may work for you.

**Q. My reimbursement cheque has been lost due to the flooding. Can I get a new cheque?**

A. Please call us and we will cancel your cheque and reissue a new one to the address we have on file. If you need to provide a temporary address, we can update our system to help ensure prompt delivery of your cheque. We may need to work with your plan administrator to change your address and will coordinate any efforts with them.

**Q. I had to leave my home. How can I get my reimbursement cheques?**

A. If you notify us of a temporary address, we will update our system to ensure prompt delivery of your cheque. We may need to work with your plan administrator to change your address and will coordinate any efforts with them. If your plan allows it, you can also register for direct deposit and we can provide reimbursement directly to your bank account.

**Q. Can I change my address for claims payments?**

A. If you provide us with a temporary address, we can update our system to ensure prompt delivery of your cheque. We may need to work with your plan administrator to change your address and will coordinate any efforts with them. If your plan allows it, you can also register for direct deposit and we can provide payment directly to your bank account.

**Q. I need medical services, medical equipment and/or supplies and I cannot get a referral from my physician as they have also been affected. What do I do?**

A. Please call us and we will help find a potential solution that works for you.

**Q. I need to replace medical equipment, devices and/or supplies that I had to leave behind.**

A. Please call us and we will help find a potential solution that works for you.

**Q. I lost a cheque because I had to leave my home. Is there a way I can still get that money?**

A. Yes - Manulife can put a stop payment on that cheque and send the money to you in one of two ways:

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