

Subject: GreenShield Service Update

Hello,

As a valued GreenShield plan member, we want to share an update with you regarding their labour union, Unifor.

GreenShield's agreement with its labour union, Unifor, expired at 12:01am on Friday, March 1st leading to the union committee's decision to strike without advance notice.

GreenShield remains optimistic that a settlement can be reached through constructive and focused discussions. In the meantime, meeting your needs, as a GreenShield member is their priority. They've activated their contingency plan to ensure essential services continue to be provided to valued members like you, and the vulnerable communities they support, during the strike.

GreenShield Health services – mental health, pharmacy, telemedicine – are not impacted by the strike. For insurance related support we encourage you to use the tools below.

Tools to support you

The GreenShield contact centre is closed during the strike. We encourage you to use GreenShield's fully operational online services or their phone response system based on your needs. Here are more details on the services available:

- **Online services:** Given that 94% of GreenShield claims are submitted online, they have focused efforts on continuity of online services and have made enhancements to streamline the online process.
 - Online services include web, mobile, providerConnect, and all real-time submissions from pharmacies and dental offices.
- **Self-Service Interactive Voice Response (IVR) Phone System:** GreenShield's self-serve phone system is still available, via the same number you would typically reach the call centre at. Here you can:
 - **Check eligibility for all the following benefits:** Chiropractic Treatment, Custom Foot Orthotics, Dental Recall Exam, Eye Exam, Massage Therapy, Physiotherapy Treatment, Prescription Contacts/Glasses.
 - **Get information on:** Eligible amount per visit/claim; Copay/deductible amounts (if applicable); Maximums for specified benefit; Benefit start date; Used to date amount.

Thank you for your continued support of GreenShield and their social mission of better health for all.