

# PIPEWRENCH

Your Communication Pipeline

Spring Edition

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## A Message from the Board of Trustees

Dear Members,

A substantial amount of information has been communicated to the membership over the last few months. As you may recall, the 2022 year end financials communicated to you in the annual newsletter report indicated that it was time to increase the take-out and pay direct rates in order to keep up with rising costs and to keep the financial viability of the plan in a positive position.

Also in 2022, we completed a comparison study and reviewed in detail, our Benefit Plan to other UA Locals and were happy to report that our Plan is considered far superior to many. In order to keep it superior, we needed to ensure that we controlled costs—in all areas of administration including take-out and pay direct rates. Although increases were necessary to close the gaps between the actual cost, administration expenses and a members cost, the Trust Fund is still subsidizing our members and will continue to do so without prejudice.

As part of our due diligence, we will continue to monitor the impact that work hours, the Welfare and SUB Fund rates per hour, and the recent increase to the take-out/pay direct rates have on the financial stability of the Trust Fund.

Our objective and commitment to our membership is to maintain an overall cost neutral environment in 2023 and keep our Benefit Plans superior in our industry.

Respectfully,

Steve Foffano, Chairman  
Ross French, Secretary

Frank Benincasa  
Nathan Bergstrand

Les Ellerker  
Ken Luxon

Dave Marcus  
Bill Stanger

### Candidate Trustees

Braedan McIntyre

Barrington Price

*"If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but whatever you do you have to keep moving forward."*



Daffodil flowers begin to pop up when winter ends. They're a symbol of spring and symbolize new beginnings and rebirth



LET'S GET DIGITAL With... TELUS Health Virtual Pharmacy

# Let's Get Digital Contest! Featuring TELUS Health Virtual Pharmacy

## CONTEST RULES!

### Eligibility:

- You must be a UA Local 67 Benefit Plan Member to enter.
- You must register or already be registered with **TELUS Health Virtual Pharmacy**.

### How to Enter:

1. **Log in** to your new or existing TELUS Health Virtual Pharmacy Account at: **teluspharmacy.com**
  - Click on **Menu** (on the top left), then select **Profiles** from the drop-down menu.
  - Take a screenshot or photo of your **Profiles** page that displays your **Full Name**.
2. **Email** your screenshot or photo to: **local67@reliableadmin.com**
  - The subject line MUST include the word **TELUS**, your **Full Name**, and your **Union Number**.
  - See the example on the right

### Contest Deadline:

- **Friday, June 30th, 2023**

Late or incomplete entries will not be considered.

### Prizes:

- Five **\$100 prizes** are to be won!

### Winners:

- The five winners will be drawn by the Trustees and announced in the next Pipewrench.



Five \$100 prizes to be won!

## TELUS Health Virtual Health Pharmacy—Members



Jan the Newbie

### How are Members using TELUS Health Virtual Pharmacy?

**Jan the Newbie**—Jan is new to TELUS Health Virtual Pharmacy. Jan knows she won't be home to sign for her prescription due to the long hours she works. So, Jan has TELUS deliver her maintenance drug to the Canada Post office near her house. The closest post office by her house is inside the drug mart and is open late. Jan simply goes in and shows her ID to pick up her medication on her way home from the job site. When Jan is sick and is prescribed a non-maintenance drug for her cold, she goes to her local pharmacy and pays the higher dispensing fee to get her medication quicker.



Tim the Retiree

**Tim the Retiree**— Tim has been using TELUS Health Virtual Health Pharmacy for ages and takes quite a few prescriptions. Tim loves the convenience of having his prescriptions delivered straight to his door.



Joe the Pro

**Joe the Pro**—Joe has a steady employer and a son studying at Mohawk Collage to become a plumber. Joe has TELUS deliver his prescriptions to his workplace and his son's medication delivered to his campus residence. Joe finds TELUS Health Virtual Health Pharmacy easy to use and loves to get his refill reminders sent via text.

## TELUS Health Virtual Health Pharmacy

### How it works with your Local 67 Benefit Plan

TELUS Health Virtual Pharmacy is Local 67 Benefits plan's Preferred Provider Network for maintenance drugs. Maintenance drugs are a list of drugs that are prescribed for managing specific health conditions over long periods of time.

Your plan pays up to 80% for Level 1 Maintenance drugs. However, your plan will reimburse up to 100% if you use TELUS Health's online pharmacy to deliver your Level 1 Maintenance prescriptions. Members using TELUS Health Virtual Pharmacy receive the low dispensing fee of \$7.49 or as low as \$0-\$4.11 for Seniors.

Regardless of the pharmacy use, Level 1 Non-Maintenance drugs are reimbursed at up to 100% and Level 2 drugs are reimbursed at up to 80% based on your plan. Your drug plan is a mandatory generic substitution plan with a maximum of \$15,000 per year combined with Extended Health Services.

*Enclosed with this Pipewrench are instructions on how to activate your TELUS Health Virtual Pharmacy account.*

## May 1-7, 2023 is Mental Health Awareness Week

Collectively and individually, we have multiple layers and stories that make us who we are and while each year 1 in 5 Canadians experience a mental illness or mental health issue, 5 in 5 of us – that's all people – have mental health. We all have different, yet equally valuable stories which can be used to share one key message: universal mental health care is important and needed now!

**If you've noticed any of the symptoms below in yourself or a loved one for an extended period of time, it's probably time to seek or suggest professional mental health support.**

- Sudden, unexplained mood changes
- Loss of interest in hobbies
- Loss of confidence
- Withdrawing from family and friends
- Excessive use of drugs or alcohol
- Unexplained physical symptoms
- Feeling overwhelmed by minor problems and daily activities
- Changes in sleeping habits
- Changes in appetite
- Problems thinking clearly
- False beliefs/paranoia, delusions, or hallucinations
- Thoughts of suicide or preoccupation with death
- Irrational or overly extravagant ideas

Feelings of isolation, sadness, loneliness, or distress are natural human responses to life's more traumatic experiences. When these emotions remain unchanged over time and interfere with day-to-day tasks and overall well-being, they could be signs of mental illness. Don't ignore them. Instead seek support from your physician, a counselor, or our Member Assistance Program (1.833.778.2627 or [www.workhealthlife.com](http://www.workhealthlife.com)) to get the help and resources needed to achieve balance and health.



**A clear mind on the job is as important as your safety helmet.**

**Your plan covers \$800, per calendar year, per insured person for**



**Canadian Mental Health Association**  
*Mental health for all*





May is the **fifth month** of the year. It is one of seven months that have **31 days**. The other months are January, March, July, August, October, and December.

**May** is named after the **Greek goddess Maia** who looked after plants. The month is known for love and success. It is not only the name of the month, but some parents give their girls May as a first or middle **name** especially if they are born in that month.

The **flower** that represents May is the **Lily of the Valley**. It is beautiful with blossoms that resemble a bell. It has a **sweet fragrance**.

The birthstone for May is the precious **emerald**. The popular color is green, but that's not the only color of an emerald. **Green** is the primary color, but yellow and blue are also colors of some emeralds.

**Mother's Day** is celebrated on the second Sunday in May every year. It is on May 14, 2023, when **mothers**, expecting mothers, and mother figures are recognized. Those **women** are served breakfast in bed, taken out to dinner and given flowers and gifts.

**Cinco de Mayo** is celebrated on **May 5th** every year no matter which day it falls on.

The **Indianapolis 500** is held every year at the Indianapolis Motor Speedway in Indianapolis, Indiana.

The saying is that **April showers bring May flowers**. If that is true, then there will be plenty of beautiful flowers in people's yards and on hillsides because there were many **showers** in April.

## Holidays and Observances in Canada in May 2023

<b>May 6</b>	<b>Saturday</b>	The Coronation of King Charles III	Observance	
<b>May 9</b>	<b>Tuesday</b>	Lag B'Omer	Jewish holiday	
<b>May 14</b>	<b>Sunday</b>	Mother's Day	Observance	
<b>May 18</b>	<b>Thursday</b>	Ascension Day	Christian	
<b>May 22</b>	<b>Monday</b>	National Patriots' Day	Local holiday	Quebec
<b>May 22</b>	<b>Monday</b>	Victoria Day	Statutory Holiday	New Brunswick
<b>May 22</b>	<b>Monday</b>	Victoria Day	Statutory Holiday	All except NB, NS, PE, QC
<b>May 26</b>	<b>Friday</b>	Shavuot	Jewish holiday	
<b>May 28</b>	<b>Sunday</b>	Pentecost	Christian	
<b>May 29</b>	<b>Monday</b>	Whit Monday	Christian	

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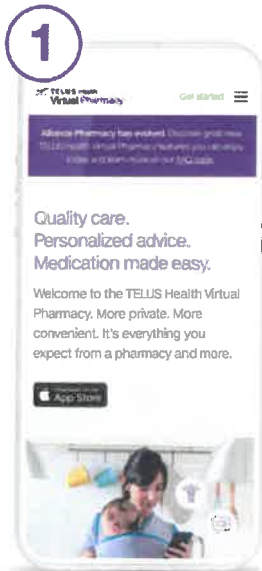
**Email:**  
Local67@reliableadmin.com

WE'RE ON THE WEB

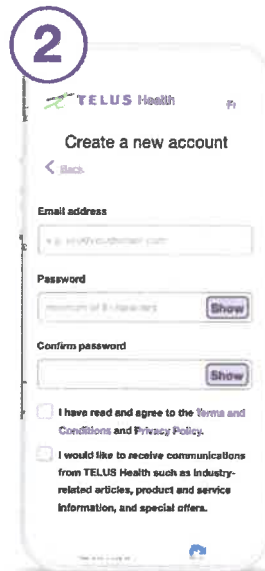
[WWW.RELIABLEADMIN.COM](http://WWW.RELIABLEADMIN.COM)



# Activate your TELUS Health Virtual Pharmacy account.



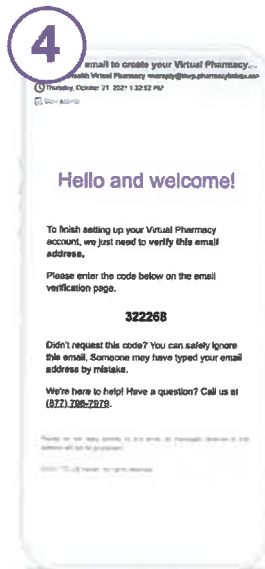
Go to [teluspharmacy.com](https://teluspharmacy.com) and click on the "Get Started" link.



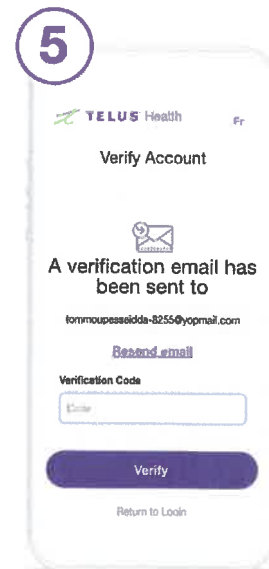
Enter your email address and create a password for your account. Make sure to review the Terms and Conditions and Privacy Policy.



Enter your full name and date of birth.

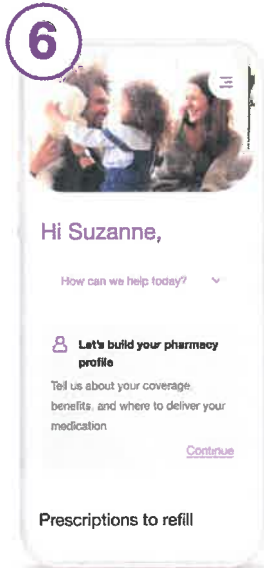


You will receive an email with a code that's needed to verify your account. Copy the code.

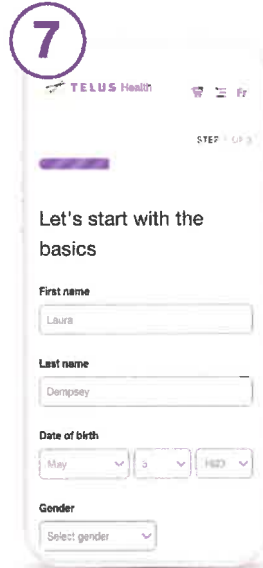


Return to the app or browser window where you began creating your account. Enter the code you received and click "Verify." Your account is now set up.

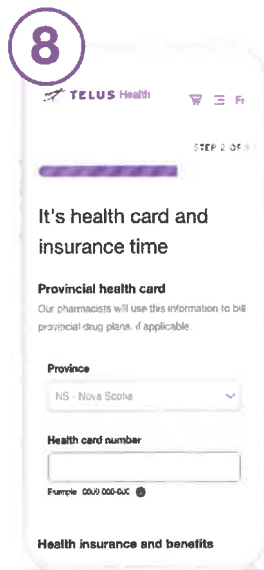
Keep reading to complete your pharmacy profile. You'll need to do this in order to transfer a prescription.



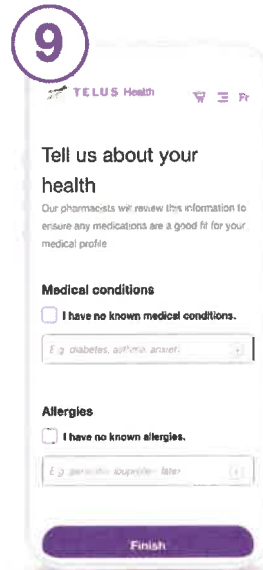
Log into your Virtual Pharmacy account. From the home page, click "continue" where it says "Let's build your pharmacy profile."



Confirm your name, date of birth, gender, and add your contact information (phone number and address).



Enter your provincial health card number and health insurance details if you have them. This information is optional and can always be added at a later date.



Tell us about any medical conditions or allergies so we can be sure your medications are a good fit. Click "Finish."

Now you can transfer, add, and order your prescriptions online.



Don't forget to download the Virtual Pharmacy app on your device and sign in using the email and password you chose.