



Manulife Employee and Family Assistance Program (EFAP)

Hello Fellow Plan Members,

It's hard to believe the holidays are just around the corner and 2020 is coming to an end. Trying describe 2020 would be nearly impossible and we know we will all be happy to start a new year with a clean slate. The NSTU Group Insurance Trustees want to extend the most sincere thank you to each and every one of you for all of your hard work and dedication this year. The example you have set for all of your students showcasing how to make the most out of a challenging situation has been truly remarkable and you should all be very proud of yourselves.

We are thrilled to end the year with some very positive news and changes to your Group Insurance Total Care Medical Plan. As a result of negotiations, the new Teachers' Provincial Agreement will include the following enhancements to your benefits:

1. Introducing 80% coverage for Continuous Glucose Monitor (CGM) System
2. Introducing 80% coverage for cochlear implant upgrades, parts and accessories
3. Increasing coverage for maintenance of prosthetic and other appliances to \$200 in any consecutive 12 month period
4. Increasing hearing aid benefit to \$750 in any 36 consecutive month period.

We are confident all of these changes will support you and your family's needs and we are very proud that we have been able to further enhance this best-in-class benefits offering.

In the coming weeks, there will be more information regarding the effective dates of these changes and how to begin the processing of claims.

In addition to the enhancement to the Total Care Medical Plan, we are also happy to share with you some changes to our Employee and Family Assistance Program (EFAP). Our partner, Manulife Financial, has launched a new and improved interactive online platform making it easier to get the support you need, when you need it, in a way that works best for you!

However, this updated experience means that the Resilience® platform and brand you are accustomed to will no longer be active and you will be redirected to the updated platform — *Manulife Employee and Family Assistance Program (EFAP)*.

All of the previous benefits and support tools of Resilience® will remain in place, however the new *Manulife Employee and Family Assistance Program* will provide you with even more programs and make it easier to use to support you when you need it.

Manulife continues to partner with Homewood Health leveraging this easy to use online platform which offers:

- A modern user-friendly platform, accessible through any device, including Homewood Health™'s mobile app*
- Easy access to content, such as eLearning, articles, videos and podcasts on a wide range of topics, based on your profile and interests
- 24/7 live chat with Homewood Health™ counsellors
- E-counselling and E-therapy

Gaining access to this abundance of support and information is easy. Simply visit the *Manulife Employee and Family Assistance Program* website at www.manulifeefap.com and register using **Contract # 39146**. Once you have registered via the website, you can then download the Homewood E-App in all mobile application platforms.

***Make sure to create an account on the EFAP website platform (www.manulifeefap.com) first before downloading the mobile app.**

If you had previously registered and had an account through Resilience®, you will be redirected to the updated platform and be required to re-register by way of the steps above.

If you have any questions you can contact the Manulife Employee and Family Assistance Program toll-free – 24 hours, seven days a week – English: 1-877-955-NSTU (6788) or in French: 1-514-875-0720.

You can find more information on all of the above by visiting the NSTU Group Insurance Trustee website at www.nstuinsurance.ca

We once again want to thank all of you everything that you do. Although this holiday season may be much different than any one we have experienced in the past, we wish you all a very safe and happy Holiday season.

Take care,

Your NSTU Group Insurance Trustees