



**HEAT AND FROST LOCAL UNION 118
HEALTH AND WELLNESS TRUST FUND**



May 9, 2025

**NOTICE REGARDING CHANGES TO THE
INTERNATIONAL ASSOCIATION OF HEAT AND FROST INSULATORS &
ALLIED WORKERS NO. 118 HEALTH AND WELLNESS TRUST FUND**

This notice is being sent on behalf of the Trustees of the International Association of Heat and Frost Insulators & Allied Workers No. 118 Health and Wellness Trust Fund to advise you of a change to the administration and benefit providers for the Fund, effective June 1, 2025.

Plan Administrator:

The Trustees of your International Association of Heat and Frost Insulators & Allied Workers No. 118 Health and Wellness Trust Fund have appointed Convyta Partners to take over as the day to day administrator for the Fund. This change will take effect on June 1, 2025. Convyta Partners ('Convyta') is located in Burnaby, BC and works with members and Trustees of negotiated cost pension and benefit plans. This change is necessary due to the closure of the current administrator, D.A. Townley.

Starting June 1, 2025, please use the toll-free number or email address below to contact your Plan administrator for information or questions regarding your benefits eligibility. This phone line will be available from Monday to Friday 9:00am-4:00pm PST.

Toll-free Number: 1-866-432-8118 or 1-866-HEAT118

Email: heatandfrost@convyta.com

Fax: 604-433-8894

Mailing Address: Heat and Frost Insulators & Allied Workers Local
118 Health and Wellness Trust Fund
c/o Convyta Partners
Suite 501 - 4445 Lougheed Highway
Burnaby BC V5C 0E4

Benefits Providers:

As part of this transition, the adjudication and payment of claims under your International Association of Heat and Frost Insulators & Allied Workers No. 118 Health and Wellness Trust Fund will be moving as of June 1, 2025. **Please note there will be no reductions or changes to your coverage or to your dependent's coverage.**

The new providers will be:

Administrator: Convyta 501-4445 Lougheed Hwy Burnaby BC V5C 0E4
HEATANDFROST@CONVYTA.COM | Toll Free: 1-866-432-8118 | Fax: 604-433-8894

Benefit	New Provider
Extended Health	GreenShield
Dental	GreenShield
Weekly Indemnity	The Cooperators
Long Term Disability*	Manulife
Life Insurance*	Manulife
AD&D*	RBC
EAP*	Homewood

* there is no change to the provider for these benefits.

In the coming weeks you will receive a Welcome Package directly from GreenShield, including additional plan information and new id cards for your extended health and dental benefits. If you have not received this by May 31, please contact GreenShield's Customer Service Center at 1-888-525-7587 for assistance obtaining your new member ID number.

Convyta has been working with the existing Plan administrator, the Trustees, and the new benefits providers to ensure that this change is as seamless as possible. They look forward to providing you with excellent service.

Thank you,



David Moncur, Chair
International Association of Heat and Frost Insulators &
Allied Workers No. 118 Health and Wellness Trust Fund

BENEFIT PLAN CHANGES:

How does this impact me?

Under the current arrangement, D.A.Townley handles the day to day plan administration including maintaining eligibility files, and also receives and processes all health, dental and weekly indemnity claims.

Starting June 1, Convyta will be responsible for plan administration and will be your primary resource for questions about eligibility. **Your extended health and dental claims will be submitted to GreenShield for adjudication and payment.** Weekly indemnity claims will be submitted to the Cooperators for adjudication and payment.

Plan Administration – Convyta Partners

Convyta will be your primary contact for questions about eligibility, accessing forms (beneficiary, dependent changes, disability claims), and enquiries about self-payment. Please contact Convyta at 1-866-432-8118 or 1-866-HEAT118 or via email at heatandfrost@convyta.com with any questions.

Health and Dental Benefits - GreenShield

Your health and dental benefits coverage will not change under the new plan with GreenShield. However, your Member id will change and where and how you submit claims will change. Before June 1st, you will receive a Welcome Package from GreenShield which will include a new GreenShield id card(s) and more information about claims submission and how to access other digital options through GreenShield+.

Your benefit card will be available electronically on the GreenShield website on June 1, 2025.

Submitting health and dental claims:

As of June 1, 2025, GreenShield will be processing all extended health and dental claims, even if they were incurred before June 1, 2025. Any outstanding claims incurred in the last 12 months (after June 1, 2024) should be submitted to GreenShield for processing and reimbursement.

Claims may be submitted online using GreenShield's online claims submission. If you prefer, you may still submit a paper claim. Information about submitting claims will be provided in the Welcome Package.

Contacting GreenShield

Starting on June 1, 2025, if you have inquiries about your extended health, prescription drug or dental programs or need assistance registering for GreenShield+ you can contact GreenShield's toll-free Group Customer Service Centre at 1-888-525-7587. They can also assist in obtaining your ID number if you do not receive your Welcome Kit.

Any questions about your eligibility should be directed to Convyta.

Out-of-Province/Country Emergency Medical Travel Coverage

Prior to June 1, 2025, your Out-of-Country Emergency Medical Travel Coverage was provided as a separate benefit. Starting June 1, this coverage will be provided by GreenShield under your extended health benefits plan. The access information and 1-800 number will be printed on your GreenShield ID card.

Weekly Indemnity Benefits – The Cooperators

Your coverage for weekly indemnity will remain the same. However, claims will now be adjudicated, processed and paid by the Cooperators. If you become disabled, please reach out to Convyta to access claim forms and for assistance with filing your claim.

If you are currently on disability, you will receive a separate communication regarding the transition of your claim. Open claims will be transferred to a Cooperators claims manager and payments made after June 1 will be issued by the Cooperators.

If you have any questions regarding an open or recurring claim or you have a new claim, please reach out to Convyta at 1-866-432-8118 or 1-866-HEAT118.

Frequently Asked Questions – Extended Health & Dental

What do I need to do now?

Watch for your Welcome Package from GreenShield. If you do not receive it by May 31, call GreenShield at 1-888-525-7587 and they can assist.

Are my policy and ID numbers changing?

GreenShield does not use policy numbers. GreenShield will assign you a new ID number; it will be included on the card included in your GreenShield Welcome Package. You will access your plan information with just your new GreenShield ID number.

Are my benefits changing?

No, your benefits coverage remains the same. Your existing plan design, deductibles and covered items are unchanged.

Where do I submit claims?

Starting June 1, 2025, submit all claims to GreenShield, even if they were incurred prior to June 1. GreenShield will adjudicate and pay eligible claims incurred June 1, 2024 onwards. To eliminate any delays in reimbursement, you may wish to hold any claims incurred in late May and submit directly to GreenShield for payment after June 1st.

Can I submit claims online?

You will be able to use GreenShield+ to submit claims on-line, check the status of your submitted claims, sign up for Direct Deposit, access claim forms and digital identification cards and find other useful information about your extended health and dental plans. More information will be available in your Welcome Package.

Will My Claims History and Plan Maximums Transfer to GreenShield?

Yes. Your healthcare, prescription drug and dental claims history will be transferred to GreenShield.

Will my pre-authorized drug claim be covered?

If you received a drug authorization from your prior carrier and filed a claim in the last six months, GreenShield will honour that approval (same drug, same dosage). You will not be required to complete the prior authorization application process again. If you have been approved for such a drug but have not filed a claim in the last six months, you will typically be required to complete GreenShield's prior authorization process. You or your pharmacist will receive instructions on the steps involved upon submitting the claim.

Will my pre-authorized dental procedures be covered?

Pre-authorizations (including dental pre-determinations) approved by your prior carrier will be honoured by GreenShield. Just remember to submit the approved treatment plan to GreenShield with your claim.

When should I tell my health care provider about the change in coverage?

At any point. From June 1 onwards, you can let your health care provider know about the change and you will have your new ID card to update their records.

