

Certificate No: 1234567

Plan contract No: 9999

Important message about your drug coverage for people aged 24 years and under

Dear plan member,

Our records show that you should take action to prepare for OHIP+: Children and Youth Pharmacare that the Ontario Ministry of Health and Long-Term Care (MOHLTC) is introducing on January 1, 2018.

You or someone covered on your plan is aged 24 years or under, a resident of Ontario – and has had a claim processed for Drug Identification Number (DIN) 12345678. That medication may be considered for funding through the **Exceptional Access Program (EAP)**.

As of January 1, 2018, the EAP drug will not be considered for coverage under your Manulife benefits plan unless you have made an application to EAP.

Please contact your or your dependant's doctor or nurse practitioner:

1. Ask the doctor or nurse practitioner if there is a suitable alternative drug covered on the Ontario Drug Benefit Formulary that can be prescribed to the patient instead of the EAP drug.
Or,
2. Ask the doctor or nurse practitioner to make an EAP request for coverage of the EAP drug. The approval process can take a few weeks, so take action now so you are not paying out-of-pocket the next time you get the prescription filled.

Once you apply to the EAP for coverage:

If EAP drug coverage is **approved** – your doctor or nurse practitioner will let you know. Tell your pharmacist the prescription will be paid through OHIP+. You do not need to notify Manulife.

If EAP drug coverage is **denied** – Manulife will require proof that your EAP request was denied. You **MUST** send us this information as described below. Once Manulife knows, your pharmacist can submit your EAP drug claims to see if they can be covered under your Manulife benefits plan.

To notify Manulife:

By mail:

Manulife Group Benefits
Health Claims
PO BOX 1653
WATERLOO ON N2J 4W1

Please include:

- The patient's name
- Your Plan Contract Number and Certificate Number
- A copy of the decline notice from the province

By fax:

Fax to 519-725-6609 or 844-595-9551 (toll free).

Please add a cover page stating:

- The patient's name
- Your Plan Contract Number and Certificate Number

Fax the cover page with a copy of the decline notice from the province.

By telephone:

Call 1-800-268-6195

Once we receive your information, we will update your records accordingly.

If you have questions about OHIP+, please visit www.ontario.ca/ohipplus.