Technical reminders

• Use a landline to connect to the audio:
  1-888-407-4369
  PIN: 96938721
• You will be automatically muted upon entry. To mute or unmute your line press *1.
• Use the chat window to submit your questions.
• Do not put your line on hold during the session.
• If disconnected, call and/or log back in.
Aftercare Benefits Initiative (ABI): Everything you need to know

Agenda

1. About ABI
2. How does it work?
3. What’s covered?
4. Your role
5. Who to contact
6. Q & A
Aftercare Benefits Initiative (ABI): Everything you need to know

About ABI

• One-of-a-kind program
• Comprehensive health, dental, prescription drug, vision, counselling, and other life skills support services
• Funded by the Ministry of Children and Youth Services (MCYS)
• Launched August 1, 2014
• 690 youth registered in the program; 848 active members
• Benefit providers: Green Shield Canada (GSC) and Shepell
Aftercare Benefits Initiative (ABI): Everything you need to know

How does it work?

Youth must:

1. Confirm their eligibility.
2. Complete the online enrollment form.
3. Have their status verified by their former worker or CAS.
4. Receive their welcome package.
5. Ensure their providers are registered and accept assignment.
6. Start accessing services!
How does it work?

1. Youth must **confirm their eligibility**.
   a. Former Crown wards or youth previously eligible for Continued Care and Support for Youth (CCSY) or Extended Care and Maintenance (ECM).
   b. Between the ages of 21 and 24.
   c. Not eligible for benefits under any other health insurance plan (i.e. employment, school, spouse, OW or ODSP).
Aftercare Benefits Initiative (ABI): Everything you need to know

How does it work?

2. Youth must **complete the online enrollment form** *(www.oacas.org/abi)*.

**Enrollment tips:**

- Ensure information is accurate – including date of birth, mailing address, email address and full name.
- Check all declarations – youth must confirm they meet the eligibility criteria and are not accessing any other health benefit coverage.
How does it work?

3. Youth must **have their status verified**.

**Three options:**

a. Obtain a letter or email from their former worker or CAS and forward it on by email (abi@oacas.org) or fax (416-366-8317).

b. Request their former worker or CAS to send their verification directly to abi@oacas.org.

c. Ask the OACAS ABI team to contact their CAS on their behalf.

Verification should come from a CAS worker and include the youth’s full name, date of birth, and former status.
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How does it work?

4. Youth must **receive their welcome package**.

  - 2-3 weeks post-verification, youth will receive their welcome package in the mail containing:
    - Welcome letter
    - Green Shield card
    - Benefit booklet
Aftercare Benefits Initiative (ABI): Everything you need to know

How does it work?

5. Youth must **ensure their providers are registered and accept assignment**.

- **Important**: Youth cannot pay for services and submit claims for reimbursement.
- Their health providers **must** bill Green Shield Canada directly and accept assignment (i.e. do not require upfront payment).
- Registered providers can be found online using the provider search function on the GSC member portal.
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How does it work?

6. Youth can **start accessing services**!

   But I’m sure you want to know:
   What’s included?
Aftercare Benefits Initiative (ABI):
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What’s covered?

1. **Shepell**: Counselling and life-skills services

2. **Green Shield Canada (GSC)**: Comprehensive health and dental coverage
Aftercare Benefits Initiative (ABI):
Everything you need to know

Understanding Shepell services

• Voluntary
• Immediate and confidential
• Service available 24/7/365
• Supporting you in areas of relationships, family, health, and life issues
• No cost to you or your eligible dependent children once enrolled
Aftercare Benefits Initiative (ABI): Everything you need to know

Counselling

Shepell counselling modalities

- Face To Face
- Telephonic
- Text-Based Self-Directed
- First Chat
- E-Counselling
- Video Counselling

The right support at the right time for the right issues
Aftercare Benefits Initiative (ABI): Everything you need to know

Work/Life solutions

- **Family Support**
  Let us help you find solutions that suit your family’s needs.

- **Financial Support**
  We have tools and resources to help you plan for a bright financial future.

- **Legal Support**
  Have legal questions? We provide expert, confidential information about how the law applies to specific situations.
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Everything you need to know

Work/Life solutions

**Nutrition Support**
We can help you maintain a well-balanced diet so you can achieve your goals.

**Naturopathic Services**
Take a natural and holistic approach to the maintenance of good health.

**Health Coaching**
We can help you make the changes needed to be well and stay well.
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How to access

My EAP mobile app

workhealthlife.com

Care Access centres
Health benefit overview

Plan covers:

- Prescription drugs – pay direct drug card
- Audio, medical items, and services such as footwear, eye exams, professional services (paramedicals), vision & accidental dental

Deductible and co-pay = NIL
Overall maximum = NIL
Aftercare Benefits Initiative (ABI):
Everything you need to know

Paramedical services overview

Plan covers:

- Chiropractor
- Chiropodist or podiatrist
- Registered massage therapist
- Naturopath
- Osteopath
- Physiotherapist
- Psychologist / Master of social work
- Psychiatrist
- Speech therapist
Aftercare Benefits Initiative (ABI):
Everything you need to know

Dental benefit overview

Plan covers:

- **Basic** services: Diagnostic & preventive such as: oral exams, emergency exams, x-rays, cleaning of teeth, fluoride, OHI, sealants
- **Comprehensive** basic services: Denture services (repairs/adjustments), oral surgery, endodontics & periodontal treatment
- **Major** services: Crowns, bridges, full dentures

Deductible and co-pay = NIL
Overall maximum = NIL
Current ODA fee guide for general or specialist practitioners
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*Plan does not allow for payments to be made directly to plan members.
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Welcome to providerConnect™!

providerConnect™ is a web portal for all health service providers claiming with participating carriers. As a pharmacy, extended health or dental provider, this portal gives you access to:
- The Provider Registry
- Carrier specific forms and information
- Online dental x-ray submission
- Secure Services with participating carriers

This web platform is a technology solution that will help you better manage your health care practice - and your relationships with health and dental carriers.

Using All of the Benefits of providerConnect™ is as Easy as 1, 2, 3!

1. Apply for membership in the Provider Registry
2. Register for providerConnect™ Secure Services
3. Activate and begin using your Secure Services account

Benefits of Belonging to the Provider Registry

The Provider Registry allows all authorized health service providers to bill the providerConnect™ participating carriers directly, as well as register for Secure Services. If you are already submitting claims to one of the providerConnect™ participating carriers, then you are already a member of the Provider Registry.

Secure Services

As a member of the Provider Registry you can take advantage of our Secure Services including:
- Online instant eligibility checks for your patients
- Submission and Immediate adjudication of your patient claims
- Access your carrier statements
- Direct deposit setup
- Management of your membership information
Aftercare Benefits Initiative (ABI): Everything you need to know

Your role

1. Verify the status of former Crown wards.
2. Assist youth with the application process.
3. Educate youth early on about the program to ensure seamless enrolment.
4. Help youth find providers in their area.
5. Advocate to providers in your community.
7. Connect with community partners to promote program.

Have we missed anything?
Aftercare Benefits Initiative (ABI): Everything you need to know

Who to contact

- **OACAS ABI team**: 1-800-718-1797 x 2133, abi@oacas.org or oacas.org/abi
  - to add or verify a youth; to update youth contact information; to add a dependent; to get more outreach materials or program information

- **Green Shield Canada**: 1-888-711-1119 or greenshield.ca
  - for claims or coverage information; to request a replacement card; to find a provider

- **Shepell**: 1-800-387-4765 or workhealthlife.com
  - to access counselling and life skills supports
Q & A

Submit your questions, if you haven’t already!
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Thank you!

OACAS ABI team

1-800-718-1797 x 2133
abi@oacas.org
oacas.org/abi