

CUPE EDUCATION WORKERS' BENEFITS TRUST

ONE PLAN
UNITED TO THE CORE



We asked. You answered.

2019 CUPE EWBT Benefits Survey results

In June, the Trustees reached out to you for your thoughts and opinions on your CUPE EWBT benefits plan. The purpose of the survey was to understand how satisfied you are with the plan and its providers, as well as potential areas of improvement.

All in all, **more than 11,000 members** participated in the survey - an excellent response!

Thank you to all who took part and shared their views.

Overall:

- **71.4%** of members who responded agree the CUPE EWBT plan meets their needs and the needs of their family
- **70.9%** of members who responded believe the benefits in the plan are current and up-to-date

- **78.3%** of members who responded are satisfied with the plan's prescription drug coverage
- **77.5%** of members who responded are satisfied with the plan's basic dental coverage

You'll find some other key results in the following sections.






Your answers and opinions

Your benefits priorities

Most members are satisfied with the plan's ability to meet their needs and provide benefits at a fair cost.

When asked which benefit should be improved, should there be an opportunity to do so, CUPE EWBT members identified the following priorities.

Top 5 areas for benefits enhancement

- | | | | |
|---|--|---|-------------------------------------|
|  | 1. Paramedical services → 26.6% |  | 4. Orthodontics → 9.6% |
|  | 2. Vision care benefits → 18.0% |  | 5. Prescription drugs → 8.7% |
|  | 3. Major dental → 17.0% | | |

Respondents: 7,093

Understanding benefits costs

Interestingly, **74.3% of respondents said they don't know what cost share they currently pay for their benefits**. As a reminder, the cost share varies based on the hours you are regularly scheduled to work (click [here](#) for more information).

Communications preferences

When asked about your preferred media for benefits communications/information, here's how you responded:



81.5% prefer email



15.1% prefer print/paper materials

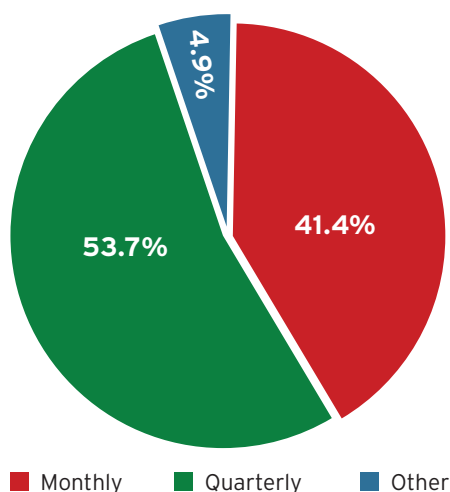


1.4% would like in-person employee sessions

Respondents: 10,481

In terms of the frequency of communications, 53.7% agree they like to receive information on a quarterly basis (as the CUPE EWBT is doing now), with 4.9% indicating another frequency (i.e., as needed, yearly, etc.) and 41.4% preferring monthly.

Preferred frequency of benefits communications



Provider satisfaction

We also asked for your opinions about our service providers: Great-West Life (soon to be Canada Life), our insurer, and OTIP, our plan administrator. Here's what you had to say:

Great-West Life (soon to be Canada Life)

- **75.1%** are satisfied with the claims submission process
- **72.2%** say the service they received was friendly and helpful
- **78.4%** agree reimbursements are provided in a timely manner

Respondents: 10,772

OTIP

- **64.2%** say they receive helpful, friendly service
- **60.8%** say it's easy to get answers or assistance
- **58.8%** agree their concerns are being listened to and addressed in a timely manner

Respondents: 10,576

Note: Not all respondents answered all questions about Great-West Life and OTIP

Thank you once again for sharing your views!

The Trustees discussed these findings at a recent meeting and will take them into account when considering future plan design changes.

Congratulations to our winners!

All survey respondents were invited to enter a draw for one of three \$50 Tim Hortons gift cards, and these winners were randomly selected:

- Julie Trépanier
- Trudy Scott
- Chantal Gaudet

A final word

This bulletin has been prepared exclusively for eligible CUPE education workers in the province of Ontario covered by the CUPE Education Workers' Benefits Trust. It is not intended to be comprehensive or to provide advice. If there are any differences between the information provided in this bulletin and any legal documents that govern the delivery of benefits, the legal documents will apply. The CUPE EWBT Trustees have sole discretion to modify any or all plan terms, including benefits levels, eligibility conditions, premium share, limits and co-pay amounts.