Memo

To: Employees and Retirees with Orthotic Coverage

From: Terisa Ducharme, Associate Director, Pension & Benefits

Date: June 28, 2010

Subject: Claims for custom-made orthotic inserts for shoes (orthotics)

Effective August 1, 2010, there is an updated requirement when submitting claims for orthotics. This applies to employee groups that have orthotic coverage under their benefit plan.

Orthotics are corrective foot care devices worn inside a shoe. A custom-made orthotic is manufactured from a three-dimensional (3D) image or cast of the foot using raw materials. In order for custom-made orthotics to be effective, they need to be properly casted to accommodate the specific medical condition of the patient’s foot.

Recently “off the shelf products” have been purchased, modified and placed in shoes as orthotic inserts. These in fact are not orthotic inserts and are not covered under the benefit plan.

In order for orthotics to be eligible under the York plan, they must be custom-made which means casted from a 3-D image and made from raw materials, i.e. not purchased “off the shelf”.

In an effort to streamline the adjudication process and identify eligible claims earlier please ensure you provide Sun Life with a detailed lab invoice at the time the claim is submitted. This detailed lab invoice should include an itemized breakdown of the raw materials used, their cost and any other associated costs incurred to manufacture the custom-made orthotics.

Below are some frequently asked questions regarding custom-made orthotic inserts for shoes.

If you have any questions you may contact Sun Life at 1-800-361-6212 between the hours of 8:00 a.m. and 8:00 p.m. Monday to Friday or your Pension & Benefits Counsellor based on the first initial of your last name at 416-736-2100.

<table>
<thead>
<tr>
<th>Employee’s Last Name Initial</th>
<th>Counsellor</th>
<th>Extension</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A – E</td>
<td>Margaret Crowe</td>
<td>20377</td>
<td><a href="mailto:crowem@yorku.ca">crowem@yorku.ca</a></td>
</tr>
<tr>
<td>G – L</td>
<td>Andreea Madaras</td>
<td>20702</td>
<td><a href="mailto:amadaras@yorku.ca">amadaras@yorku.ca</a></td>
</tr>
<tr>
<td>M – R</td>
<td>Yvonne Rego</td>
<td>33912</td>
<td><a href="mailto:yrego@yorku.ca">yrego@yorku.ca</a></td>
</tr>
<tr>
<td>F, S – Z</td>
<td>Peter Chakonza</td>
<td>20617</td>
<td><a href="mailto:chakp@yorku.ca">chakp@yorku.ca</a></td>
</tr>
</tbody>
</table>
Frequently Asked Questions & Answers

Is Sun Life changing my benefit coverage?

Answer: No, Sun Life is not changing the benefit coverage. They are ensuring the correct benefit is paid to you under your healthcare benefit plan.

What is the difference between custom-made orthotic inserts for shoes and custom fitted orthopaedic shoes?

Answer: Custom-made orthotic inserts for shoes are manufactured using raw materials after a mold/cast or three-dimensional image (3D) is made of your feet. Custom-made orthotic inserts for shoes can be placed in any type of shoe. For those that have this benefit coverage a claim may be made designating the claim as a custom-made orthotic insert.

Custom fitted orthopaedic shoes can be off the shelf however, they must be designated as an orthopaedic shoe. These shoes may be modified according to an individual’s requirement. For example, a modification would be a lift added to the shoe due to one leg being shorter than the other.

Can I make a claim for custom-made orthotic inserts for shoes and custom fitted orthopaedic shoes?

Answer: Yes, if these benefits are covered under your applicable plan.

How do I make a claim?

Answer: Claims can be made in the same manner as previously.

What happens if I do not submit a detailed lab invoice when I submit my claim for custom-made orthotic inserts for shoes?

Answer: Your claim payment will be delayed as Sun Life will ask for the detailed lab invoice and you will have to contact the provider for this document. Once Sun Life has received the detailed lab invoice your claim will be paid up to the maximum allowed in your benefit plan.

How do I know if I have coverage for custom-made orthotic inserts for shoes coverage?

Answer: Please refer to your benefits booklet. You may access your benefits booklet on-line at http://www.yorku.ca/hr/services/employees/benefits.html#Health,%20Dental%20and%20Vision%20coverage

You may also access the information on the Sun Life member website of which the link is https://www.sunnet.sunlife.com/member/signin/index.aspx?

Or you may call Sun Life at 1-800-361-6212 between 8:00 am and 8:00 pm Monday to Friday.

What is the Sun Life policy number?

Answer: The policy number is 14098.