To align with Manulife Financial’s practices, the process for administering claims for former Maritime Life plan sponsors with plan members in Manitoba and Saskatchewan is changing effective April 1, 2005.

**Provincial pharmacare/drug programs**

The goal of Manitoba’s Pharmacare Program and Saskatchewan’s Drug Plan Special Support Program is to provide assistance with the cost of drug coverage to those who need it most. Standard group benefits drug plans are designed to supplement government pharmacare programs, and will typically cover eligible drug expenses not reimbursed under the government program.

Effective April 1, 2005, drug claims for former Maritime Life plan members will be adjudicated to co-ordinate with the provincial drug (pharmacare) programs in Manitoba and Saskatchewan. This will ensure group benefits plans are not paying for the portion of drug costs that should be paid by the provincial drug program.

**Threshold levels ensure proper claims adjudication**

Claims threshold levels will be introduced to ensure appropriate co-ordination and proper adjudication of claims payments with the Manitoba and Saskatchewan drug programs.

Claims will be paid up to the threshold established in their province. This will help to ensure eligible Manitoba and Saskatchewan residents apply for their provincial pharmacare programs. The threshold limits will provide accurate claims adjudication between Manulife and the provincial pharmacare programs.

**How the thresholds work**

There are two different claim thresholds for plan members as the financial risk varies by age group. This will ensure streamlined claims administration within Manulife.

Plan members in Manitoba and Saskatchewan will be paid up to the established thresholds indicated in the following chart. Plan members who have not provided confirmation of enrolment and reach the threshold will have subsequent claims rejected until proof of enrolment in the provincial drug program is submitted. Once a copy of the plan member’s confirmation of enrolment is received, coverage will continue for eligible drug expenses not reimbursed by the provincial pharmacare programs.

<table>
<thead>
<tr>
<th>If the plan member living in Manitoba or Saskatchewan is</th>
<th>and total accumulated drug expenses are</th>
<th>then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 65 years of age</td>
<td>below $1200</td>
<td>Eligible drug claims submitted for reimbursement will be paid.</td>
</tr>
<tr>
<td></td>
<td>above $1200</td>
<td>A copy of the plan member’s confirmation of pharmacare enrolment for the current benefit year will be required before further drug claims can be processed.</td>
</tr>
<tr>
<td>65 years of age or older</td>
<td>below $800</td>
<td>Eligible drug claims submitted for reimbursement will be paid.</td>
</tr>
<tr>
<td></td>
<td>above $800</td>
<td>A copy of the plan member’s confirmation of pharmacare enrolment for the current benefit year will be required before further drug claims can be processed.</td>
</tr>
</tbody>
</table>
Plan members must enroll – annually or lifetime

The Manitoba and Saskatchewan pharmacare programs allow residents to apply on either an annual basis (based on provincial benefit plan year) or a lifetime basis. To reduce the amount of paperwork for plan members, it’s recommended that residents choose a lifetime enrolment so they only have to complete this process once. Provincial residents are able to enroll for coverage by completing application forms.

In Manitoba: Application forms are available electronically via the Pharmacare website at www.gov.mb.ca/health/pharmacare/index.html or by calling (204) 786-7141 or toll-free at 1-800-297-8099.

In Saskatchewan: Application forms are available at community pharmacies or by calling the Drug Plan at (306) 787-3420 (in Regina) or toll-free at 1-800-667-7581.

Encouraging your plan members to enroll

Plan administrators should encourage their plan members to enroll in their province’s pharmacare program. The attached plan member communication explains to plan members how the thresholds work and provides the details they will need to enroll for pharmacare. You can distribute it electronically or print copies to have on hand. The goal is to achieve 100% enrolment of eligible plan members who reside in Manitoba and Saskatchewan, and this will ensure that only the appropriate costs are covered by your group benefits plan.

If you have questions regarding this process, please contact your Manulife Financial representative.