

PETL Benefits: Who to Contact

(Revised September 1, 2011)

Peel Elementary Teachers' Local

The Local office is open from 8:00 a.m. until 4:30 p.m. Monday to Thursday, and 8:00 a.m. until 4:00 p.m. on Friday. Contact the Local at 905-564-7233 (Toll free 1-877-772-3836).

➤ **When should members contact Peel Elementary Teachers' Local?**

Members should contact Peel Elementary Teachers' Local if they have concerns and/or questions on any issues, including the following examples:

- Information pertaining to school-related issues, e.g. conflict with parents, administrators, or colleagues; unsatisfactory evaluations, CAS allegations, etc.
- Information about going on a leave (e.g. maternity, parental, medical)
- Information about events and professional development funding
- Requesting a Long Term Disability Claim form
- Long Term Disability Claims (approvals, declines, appeals)

OTIP (Ontario Teachers Insurance Plan)

When should members contact OTIP?

➤ ***For Extended Health, Dental and Life Insurance Benefits:***

OTIP is open from 8:00 a.m. until 5:00 p.m. Monday to Friday. Contact a client services representative by dialing 1-866-783-6847 or online at www.otipservices.com/contact_us.aspx. Have your policy number (84545) and your certificate number available (found on your benefits card).

Members should contact OTIP if they have questions about their enrollment in the PETL Benefits Plan, and questions about specific claims or pre-determinations for services, including the following examples:

- Coverage for which a member is enrolled (e.g. Extended Health Care, Dental, Life Insurance, LTD)
- Adding a dependent (i.e. child, spouse, common-law partner)
- Adding/changing beneficiary
- Adding/deleting/changing coverage
- Changing contact information
- Arranging coverage while on a leave or returning from a leave
- Requesting forms (e.g. Change form, Overage Dependent form, Claims form, etc.); (forms can also be printed from the website at www.otipservices.com/forms)
- Services and products covered under the benefits plan
- Status of a claim that has been sent into Great-West Life
- Reason for a claim being denied
- Pre-determination of a required service or product (e.g. dental work, nursing care)
- Next eligible date for coverage of a service or product (e.g. vision care, paramedical, dental check up)

➤ ***For Long Term Disability (LTD) Benefits:***

- For questions regarding **long term disability payments and long term disability claim (approvals, declines, appeals)**, please contact group life & disability claims by calling 1-800-267-6847.
- For questions regarding **termination of your LTD coverage (i.e. inquiries regarding eligibility or whether you have reached 32 years of credited service)**, please contact OTIP representative Eric Wilson by calling 1-800-267-6847 extension 2009.

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Peel District School Board

The Benefits Department at the Peel District School Board can be accessed by dialing 905.890.1010 and is open from 8:30 a.m. until 4:30 p.m. Monday to Friday. Benefits clerks are assigned as follows:

LAST NAME	BENEFITS CLERK	EXTENSION NO.	EMAIL ADDRESS
Last Name A – C	Kelly Cook	2979	kelly.cook@peelsb.com
Last Name D – G	Angela Wildman	2260	angela.wildman@peelsb.com
Last Name H – L	Tiana Rose	2110	tiana.rose@peelsb.com
Last Name M – R	Gail Hayes	2112	gail.hayes@peelsb.com
Last Name S – Z	Trudy Cope	2113	trudy.cope@peelsb.com

➤ When should members contact your employer, the Peel District School Board

Members should contact the Peel District School Board if they have questions about their employment with the Board, including the following examples:

- Requesting a Leave of Absence e.g. personal, maternity, parental
- Benefits premium deductions for part-time employees
- Arranging for LTD premium payments while on all leaves and TPP contributions while on maternity leave
- Salary and percentage worked
- Changing a mailing address (contact Human Resources at 905-890-1010 ext. 2400 for this issue or make the change on the Board's VISTA self-serve system, found on the Board's intranet)