

As a Teacher Teaching on Call (TTOC), you have the opportunity to enroll in the Extended Health plan for TTOCs. Benefits match the current coverage offered under the Provincial Teachers' Standardized plan. For more information about the coverage included on the Provincial Teachers' Standardized Plan, please visit <https://www.pac.bluecross.ca/teachers/>

In order to enroll on the plan, you will need to complete the Application and Pre-Authorized Payment form provided to you by your District administrator. Completed forms must be submitted to Pacific Blue Cross (PBC) through the addresses on the back of the application form.

You are responsible for paying the premiums for this coverage directly to PBC. You can choose to pay the monthly premiums via credit card or Pre-Authorized withdrawal from your bank account. Current monthly rates can be found on the Application form.

It is your responsibility to contact Pacific Blue Cross for terminations and any changes to your status (e.g. you are no longer a TTOC) or your personal information.

Important Deadlines

PBC must receive your completed application no more than 90 days after you become eligible for coverage. Coverage will be effective and premiums payable as of your initial date of eligibility.

If PBC receives your application more than 90 days after the date you became eligible, you and your dependents will be considered Late Applicants. Evidence of Insurability (proof of good health) will be required and PBC may decline your application based on the medical information provided. If you are approved as a Late Applicant, your coverage will be effective and premiums payable as of the date PBC approves your application.

Frequently Asked Questions:

Q: After I mail in my pre-authorized payment form, how will I know that Pacific Blue Cross has processed it?

A: After your form has been received, you will receive a member ID card along with a welcome letter. Your EHC policy number and member ID number will be different from the group plan through the District.

Q: I'd like to pay for my coverage using my credit card but there is no space for my credit card number on the pre-authorized payment form. How can I get this information to Pacific Blue Cross?

A: Once you've mailed in your completed pre-authorized payment form, Pacific Blue Cross will call you to get your credit card number. Credit Card details cannot be written down and faxed or emailed to PBC; this must be provided over the phone.

Q: Will I have access to PBC's online Member Profile (formerly CARESNet)?

A: Yes. Your Member Profile will be available online through our website [pac.bluecross.ca](https://www.pac.bluecross.ca).

Q: Do I need to give my EHC ID number to my providers?

A: Yes. You will need to provide your TTOC EHC benefits card to your Pharmacy and to any of your other providers who offer pay direct service. Please note that dental coverage, if applicable, remains under the group plan through the District. You will have a different ID card for your dental coverage, which you should provide to your dental office.

Q: Will my prescription drugs be covered if I provide my benefits card to my Pharmacy?

A: Just like the Provincial Teachers' Standardized plan, drug coverage under the TTOC EHC plan is based on PBC's BlueRx formulary. BlueRx is a customized drug plan based on a managed formulary. Please visit pac.bluecross.ca/teachers and pac.bluecross.ca/bluerx for more information and to confirm if your prescription medication(s) will be covered.

Q: If I change my bank account or credit card information, whom do I need to contact?

A: Contact Pacific Blue Cross Individual Products department by phone 604-419-2000 or toll-free outside the Lower Mainland 1-877-722-2583.

Q: What happens if I have lost my wallet ID card? How do I get a new one?

A: Login to your online **Member Profile** at pac.bluecross.ca/member/login/. On the top right-hand corner of the main page, click on "Account," then click on "Print Your ID Card." You can also contact Pacific Blue Cross at 604-419-2000 (toll-free 1-877-722-2583).

Q: If I secure a regular teaching position and become eligible for coverage under the District EHC plan for teachers, can I remain on the TTOC plan as well and coordinate coverage between both plans?

A: No, you cannot be covered as the primary member under both plans at the same time. Once you are enrolled under your District's EHC plan for teachers, you must contact PBC to terminate your coverage under the TTOC plan. To cancel, contact PBC at inhealth@pac.bluecross.ca or 1-877-722-2583.

Q: I would like to make a change to my policy (eg: add/remove/update a dependent, cancel coverage, change my contact info, etc.). How do I do this?

A: To make changes, contact Pacific Blue Cross at inhealth@pac.bluecross.ca or 1-877-722-2583 or fax 604-419-2999. Please note that policy cancellation must be done in writing – please contact PBC to obtain a copy of the cancellation form.

Please note: You must be enrolled in the TTOC plan for at least 12 months before cancelling your coverage, unless you obtain group coverage through another plan, or if you become ineligible because you are no longer an active TTOC.