

## **'NON-PROVINCIAL' UNION LTD PLANS INFORMATION FOR DOCTOR: CONCERNING YOUR PATIENT'S LONG TERM DISABILITY CLAIM**

You play an important role in your patient's Long Term Disability claim. Please remember that:

Long Term Disability (LTD) benefits are provided to your patient by one of the above Trusts which is a not-for-profit, employee life and health trust located in Vancouver. The Trust is funded by contributions paid by healthcare, community social services and/or public sector employers and employees in BC. Claims are assessed by the Trust's claims paying agent, Canada Life in Vancouver and Langley. The Trust is not an insurance company and the benefits it provides are not insured by an insurance company. The Trust is not subject to regulations made under the *British Columbia Financial Institutions Act*.

Your patient's LTD claim can only be assessed when all the medical information has been received by Canada Life. Please complete the Attending Physician's Statement as soon as possible. Attach all relevant test results, x-ray reports and/or specialists' reports that support your diagnosis. Send the information to Canada Life at the appropriate office:

- Calgary Disability Management Services: [calgary.dms@canadalife.com](mailto:calgary.dms@canadalife.com)
- Langley Disability Management Services: [langley.dms@canadalife.com](mailto:langley.dms@canadalife.com)
- Vancouver Disability Management Services: [vancouver.dms@canadalife.com](mailto:vancouver.dms@canadalife.com)

If you are unable to email, documentation may be submitted by mail and should be directed to:  
The Canada Life Assurance Company, PO Box 1055, Winnipeg, MB R3C 2X4

or give it to your patient. If you have questions about completing the form, please call Canada Life at 403-515-5900 or toll-free at 1-866-221-8524 (Calgary) or 604-455-2700 or toll-free at 1-877-262-0749 (Langley) or 604-646-1200 or toll-free at 1-888-292-4111 (Vancouver).

Rehabilitation services are available through Canada Life if medically appropriate. A Rehabilitation Consultant will work with your patient to arrange a return to work program, vocational assessment, work conditioning, counseling, rehabilitative employment and/or retraining for another job. There is no charge for this service. The employer may also identify other available jobs for your patient, and/or directly offer disability management programs that may include medical interventions, transitional work, graduated return to work, workplace modifications, vocational rehabilitation or training.

As you are aware, this is a difficult time for your patient. You can greatly assist in the claims process by promptly sending in complete medical information, and by supporting your patient in any appropriate rehabilitation plan.