

# Benefits news

Winter 2023

## Canada Life Is Our New Benefits Administrator

As of October 1, 2023, Michaels has partnered with Canada Life to bring you comprehensive coverage in extended health, drug coverage, dental, disability, life insurance and optional critical illness.

If you haven't already registered on [mycanadalifeatwork.com](https://mycanadalifeatwork.com), we encourage you to set up your account and download your digital ID card. Here are a few tips to get the most out of your plan with My Canada Life at Work.

**1. Register for online services:** You'll need your plan number and Team Member ID to complete your registration. The new plan number is 180654. Your digital benefit card online on My Canada Life at Work or on the My Canada Life at Work mobile app under **Cards**.



- 2.** Go to [mycanadalifeatwork.com](https://mycanadalifeatwork.com) and log in.
- 3.** Register to submit your claims online and review your coverage and balance details.

You can go to your favourite app store and download the app. Search for **GroupNet Mobile**. Either way, you can submit your claims, see what your plan covers and even download your digital benefits card to your Apple Wallet or Google Pay. Here are a few other ways you can use My Canada Life at Work.

You can get your claim payments deposited into your bank account. Just add your banking details when you register. You can also find out when your claim has gone through by going to your profile and selecting Notifications then Claim payment notifications. When you set your notifications settings, you can choose email or text.

### Canada Life Group Plan Numbers

Your benefits are provided under the following policy numbers:

- \* 180654 Life, Accidental Death & Dismemberment, Short-Term Disability, Long-Term Disability, Health & Dental, Virtual Health (Consult+)
- \* 180655 Optional Life, Optional Accidental Death and Dismemberment and Optional Critical Illness

- \* 52137 Short-Term Disability (Full-time salaried Team Members only)
- \* Your ID number is your Team Member ID with Michaels

### Where to go for support:

- \* <https://mycanadalife.com/signin>
- \* Coverage or claims: 1 800 957 9777

- \* STD claims: 1 800 761 7444
- \* Technical support: 1 888 222 0775

You can learn more about Canada Life and review useful documents at [canada.mikbenefits.com/canada-life](https://canada.mikbenefits.com/canada-life).

*More benefits news on next page*

VISIT US ONLINE AT [Canada.MIKBenefits.com](https://Canada.MIKBenefits.com)

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## Consult+ Free Virtual Health Care Available to All Team Members and Family Members

With Consult+ through our Canada Life workplace benefits, you have 24/7 access to non-urgent medical care, with service in both English and French. All full-time Team members and their families have access to Consult+ as part of your group benefits plan through Canada Life at no cost to you.

Consult+ is health care you can access through an app or website. It lets you communicate with doctors, nurses or other health care professionals for non-urgent medical care. You can use it anywhere you're comfortable talking via phone call, video or chat.

Simply open the Consult+ app or log on to the [mycanadalifeatwork.com](https://mycanadalifeatwork.com) website. If you don't have an online account for your benefits plan,

• you'll need to register first before you can access Consult+. Click the "Register" button to create your account. Consult+ is health care you can access 24/7.

• Use Consult+ to:

- \* Talk to a qualified healthcare professional about a wide range of concerns — anything from allergies to pink eye to UTIs
- \* Access self-led therapy for mild and moderate depression and anxiety.
- \* Get referrals for lab work or to see a specialist if necessary.
- \* Ask general questions about your well-being.



- \* Certain prescriptions or refills can be sent to your pharmacy electronically.
- \* Find other health services like dietitians, psychologists or life coaches.

Learn more about Consult+ on [Canada.MIKBenefits.com](https://Canada.MIKBenefits.com).

## Important - Confirm Your Information in Workday

Tax season is just around the corner and we want to make sure your T4 is sent to the right address. Log into Workday and review your address to make sure it's correct.

It's also a good idea to review all your personal information in Workday regularly. We send weekly files to Canada Life and updated information will help ensure you don't miss important information throughout the year.

Lastly, Michaels sends important news about your benefits via text and email messages, so please confirm that your cell phone number and personal email address are up to date in Workday.



## Michaels CARES

Michaels CARES is a charity funded by the company and voluntary contributions from Michaels Team Members, provides short-term financial assistance to Team Members who experience unforeseen emergencies or hardships. You can find an application and more information at [Canada.mikbenefits.com/michaels-cares](https://Canada.mikbenefits.com/michaels-cares).

## Flu Season Is Here

Most people who are six months of age and older should get a flu shot during every flu season.

### How can you help prevent the flu from spreading?

- \* Get a flu shot every year.
- \* Avoid close contact with people who are sick.
- \* If you are sick, limit contact with others.
- \* Wash your hands often.
- \* Cover your nose and mouth when you cough or sneeze.
- \* Clean and disinfect surfaces and objects that may be contaminated.



### Did you know?

- \* 2 weeks — Time it takes after vaccination for an adult to develop disease-fighting antibodies against the flu.
- \* 1 to 4 days — Typical time it takes for symptoms to show up once you've caught the virus. Adults can be contagious from the day before symptoms begin through 5 to 10 days after the illness starts.

Source: [webmd.com/cold-and-flu/flu-statistics](http://webmd.com/cold-and-flu/flu-statistics)

## Helping You Design the Coverage That's Right for You

The benefits information you need is always just a click away on [Canada.MIKBenefits.com](http://Canada.MIKBenefits.com) or use this QR code. If you still have questions, call Team Member Services at 1-855-432-MIKE (6453).



## Workday for Changes to Your Benefits

If you experience a qualifying life event, you have 30 days to make changes to your benefits. Examples include getting married or divorced, having or adopting a child, or death of a dependant.

Log in to Workday to make changes to your benefits. Changes you make must be consistent with the event. Learn more about [qualifying life events](http://Canada.MIKBenefits.com) on [Canada.MIKBenefits.com](http://Canada.MIKBenefits.com).

