



## TRANSFERRING INTO THE SUPPORT STAFF EMPLOYMENT GROUP

The following checklist and supporting information is meant to guide your transition from the Management and Professional Staff (MaPS) employment group to Support Staff. This information is focussed on benefits, pension and other employment terms provided through the Alberta Union of Provincial Employees (AUPE) Local 052 Collective Agreement. The checklist outlines actions you must complete by specific deadlines followed by information and frequently asked questions.

### GUIDING DOCUMENTS

Please take time to learn about being a member of Support Staff through the following resources:

- AUPE Local 052 [Collective Agreement](#)
- Support Staff [Benefits at a Glance and Benefit Booklets](#) correlating to your employment status
- [Pension Plan](#) information

### CHECKLIST

#### 1. Before December 31, 2019 - preparing for the transition

**Vacation** - your vacation balance accrued as a MaPS will automatically transfer to your new position and your current vacation entitlement will be grandfathered until it aligns with the AUPE Local 052 Collective Agreement. No action is required.

**Personal Leave Days (PLD)** - current MaPS PLDs must be used by December 31, 2019 or they will be forfeited. No carryover of PLDs is permitted. You may begin using Support Staff personal use leave days after January 1, 2020. Refer to the Collective Agreement for details.

**ACTION:** Please work with your manager to schedule any remaining MaPS PLDs prior to December 31, 2019.

**Flexible Work Arrangements** - if you are currently participating in any of the MaPS flexible work arrangements such as the Annual Flex Program, consult with your Manager.

**ACTION:** The terms of any arrangements will need to be re-established as an AUPE employee and some adjustments, such as how to time code, may be required. Refer to the [Collective Agreement](#) and the Flex-time Policy and Procedures on the [HR website](#) for details.

**Benefits** - review the claims and flexible spending account credit information outlined in the *Information and FAQ* section of this document.

**ACTION:** Access your Alberta Blue Cross account to review MaPS health/wellness spending account credits for use by December 31, 2019. You may also want to save a record of your 2019 *Claims Total Report* available on your account, if required income tax purposes.

## 2. First week of January 2020 – participation as a Support Staff begins

**Benefit Enrolment** – following the transition date, you will receive a notification from [DoNotReply@ucalgary.ca](mailto:DoNotReply@ucalgary.ca) to begin your Support Staff benefit enrolment.

**ACTION:** Although you will have 14 days to complete your enrolment, please complete it as soon as possible as this will ensure a smooth transition into the Support Staff benefit program.

- If you experience any claim disruptions while we transfer new data to our insurer, please contact Alberta Blue Cross directly at 403-234-9666 or email [totalrewards@ucalgary.ca](mailto:totalrewards@ucalgary.ca) for assistance.
- Within 3-4 weeks of submitting your enrolment you will receive a new Alberta Blue Cross ID card in the mail. Keep using your current card until you receive your new card.
- Pension eligible employees will be automatically enrolled in the Support Staff Public Service Pension Plan (**PSPP**). Within 4-6 weeks you will receive a welcome package in the mail from the Alberta Pension Service Corporation (APS). At this time, you will be asked to declare a pension partner and designate a beneficiary on the forms provided. Return completed forms to APS at your earliest convenience to ensure records are up to date.

**Benefit Years** - Support Staff benefit and pension programs differ from the MaPS programs and there are different benefit years for flexible spending accounts and for dental.

**ACTION:** Refer to the *Information and FAQ* section below for details about the transition. As benefit premiums and pension contributions are different, you will notice different payroll deductions after the transition to Support Staff.

**Flexible Spending Account** - your health/wellness spending account(s) associated with your MaPS role will terminate at the end of the day on December 31, 2019. You will receive a pro-rated amount of Support Staff flexible spending account credits to allocate during your benefits enrolment.



**ACTION:** Unused MaPS flexible spending account credits will not be carried over and are only available for claims incurred prior to January 1, 2020. Submit these claims before the MaPS claim deadline of March 31, 2020.

**Optional Conversion** - you may choose to convert any loss of basic life insurance, basic/voluntary accidental death & dismemberment (AD&D) or voluntary critical illness coverage to an individual policy without medical evidence of insurability. Refer to the benefit chart in the *Information and FAQ* section below to see the coverage differences between MaPS and Support Staff.



**ACTION:** If you are interested in the conversion options, contact [totalrewards@ucalgary.ca](mailto:totalrewards@ucalgary.ca) to request a form. The deadline to mail a conversion application is January 31, 2020.

### 3. By January 31, 2020 - deadline to convert insurance

**Optional Conversion** - if you choose to convert insurance and Total Rewards has sent you a conversion form, complete your portion and mail it in as per the instructions on the form.



**ACTION:** The deadline to mail the conversion form(s) to Manulife (for life insurance) or SSQ (for AD&D or critical illness) is January 31, 2020.

### 4. By March 31, 2020 - deadline to submit claims incurred as MaPS

**Health, Dental and Health and/or Wellness Spending Account Claims** - your Alberta Blue Cross secure online account will transfer to your new Support Staff section on January 1, 2020. Your claims history and health/wellness spending account credit balances associated with your MaPS role will no longer be available. For complete information about claims refer to the *Information and FAQ* section below.



**ACTION:** The deadline to submit health, dental and health spending and/or wellness spending account expenses incurred prior to January 1, 2020 for reimbursement under the MaPS benefit program is March 31, 2020. Submit these claims online until December 31, 2019 or using a [paper form](#) until March 31, 2020. Claims incurred as a Support Staff from January 1, 2020 onwards can be submitted using your online Alberta Blue Cross account.

## INFORMATION AND FREQUENTLY ASKED QUESTIONS

### Payroll Deductions

Support Staff deductions will begin after January 1, 2020.

#### Where can I find information on deductions?

Benefit premiums and pension contributions are outlined in the [Benefits at a Glance](#) document for your appointment type. For other payroll related questions, contact the ISC at 403-220-5932 or [hr@ucalgary.ca](mailto:hr@ucalgary.ca).

#### How much will I pay for AUPE dues?

Dues are based on hours worked and are 1.25% of gross earnings per month.

### Service Date & Probation

Your service date will not change or be interrupted. If you are currently on probation, time served as a MaPS employee will be recognized towards your Support Staff probationary period.

### Timesheets

Similar to MaPS, salaried Support Staff employees code exception time online (e.g. vacation). Hourly employees must code all their time. Some time codes used for Support Staff are different than for MaPS and information is available on the HR [website](#).

### Personal Use Days, Paid Time Off, Vacation, Named Holidays and Leaves

The [AUPE Collective Agreement](#) contains relevant details for all paid and unpaid time off.

### Benefit Waiting Periods

Time served in a MaPS benefit eligible position will count towards the all benefit waiting periods under the Support Staff program. If you currently participate in MaPS life insurance and dental, the benefit waiting period under the Support Staff program will be waived. For example, if you are currently in the waiting period to participate in long term disability, time served will be applied to the Support Staff long term disability benefit waiting period.

### Self-Service Benefit and Pension Enrolment Process

Once you receive the notification to enrol in benefits, log into *My UCalgary* and navigate to *All about me > My benefits > Benefits self service > Benefits Enrolment* and follow the instructions in the tool. You will receive a confirmation email when you complete the enrolment process. If you do not receive the confirmation email, please contact the ISC at 403-220-5932 or [hr@ucalgary.ca](mailto:hr@ucalgary.ca).

**What happens if I do not enrol within the 14 days?**

If you do not enrol, your coverage will default to single coverage and your flexible spending account credits will default to your health spending account. You **must** enrol to ensure your dependents remain on your plan and flexible spending credits are allocated into your preferred spending account. In addition, claim payment disruptions may occur if you do not enrol.

**Do I have to add my dependents?**

Yes, you must enrol as your true family status. Current dependents will appear in the benefit enrolment. Please review each benefit to ensure your family status is correct and dependents are included. This is also a good opportunity to ensure beneficiary information is up to date.

**Will I have to provide medical evidence to maintain my optional life insurance?**

No. Any employee, spousal or child optional life insurance will be maintained without providing new medical evidence of insurability. Be sure to enrol in these benefits to maintain your coverage. The coverage level and costs are the same as under the MaPS program.

**Benefits Overview**

**Are my benefits changing?**

Yes. You will move to the Support Staff benefit program effective January 1, 2020. The tables below summarize coverage levels for Support Staff as compared to the MaPS program.

**Basic Life, Accidental Death and Dismemberment (AD&D), Long Term Disability (LTD)**

Basic Life	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
Benefit Amount	2x annual salary	1x annual salary	2x annual salary	3x annual salary
Benefit Maximum	\$175,000	\$100,000	\$200,000	\$600,000

Basic AD&D	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
Benefit Amount	No Coverage	\$100,000		

LTD	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
Benefit Amount	70% of the first \$2,500 of monthly earnings plus 40% of the remainder	55% of monthly earnings	66.67% of monthly earnings	66.67% of the first \$5,000 of monthly earnings plus 50% of the remainder
Monthly Benefit Maximum	\$3,500	\$6,600	\$6,600	\$10,000
Monthly Max Insurable Earnings	\$6,875	\$12,000	\$9,900	\$18,333
Maximum Benefit Period	<b>Regular:</b> Last day of the month in which the employee attains age 65 <b>Limited Term:</b> 2 years or the last day of the month in which the employee attains age 65, whichever is earlier	<b>Regular:</b> Last day of the month in which the employee attains age 65 <b>Limited Term:</b> 2 years or the last day of the month in which the employee attains age 65, whichever is earlier	<b>Regular:</b> Last day of the month in which the employee attains age 65 <b>Limited Term:</b> 2 years or the last day of the month in which the employee attains age 65, whichever is earlier	<b>Regular:</b> Last day of the month in which the employee attains age 65 <b>Limited Term:</b> 2 years or the last day of the month in which the employee attains age 65, whichever is earlier
Cost of Living Adjustment	Not Covered	Not Covered	Included	Not Covered

### Optional Insurances

Optional Life	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
<b>Employee &amp; Spousal</b>				
Benefit Amount	Units of \$1,000			
Benefit Maximum	\$300,000			
<b>Dependent Child</b>				
Benefit Amount	Units of \$5,000			
Benefit Maximum	\$15,000			

Voluntary AD&D	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
Benefit Amount	No Coverage	Units of \$1,000		
Benefit Maximum		\$250,000		

Voluntary CI	Support	Management and Professional Staff		
	All Employees	Option 1	Option 2	Option 3
Benefit Amount	No Coverage	Employees & Spouse: units of \$1,000		
Guaranteed Issue Amount		Employee \$30,000; Spouse \$15,000		
Benefit Maximum		\$225,000		

**If my current basic life or LTD coverage under the MaPS benefits program is higher than the Support Staff maximums, what happens?**

If your current basic life or LTD coverage is higher than the maximum available under the Support Staff program, your benefit will be reduced to the maximum under the Support Staff program.

**I will be experiencing a decrease in basic life coverage. What can I do to maintain the coverage I had before?**

If you would like to maintain your current level of coverage, you may apply to convert all or a portion of the benefit you will be losing during the transition to the Support Staff program up to a maximum of \$200,000 without having to provide medical evidence of insurability. The cost of any basic life insurance converted to an individual plan will be your responsibility. If you are interested in this option, you must submit the conversion application to Manulife within 31 days of the last day of coverage. The required form can be obtained by emailing [totalrewards@ucalgary.ca](mailto:totalrewards@ucalgary.ca).

**I will be experiencing a decrease in LTD coverage, what can I do to obtain more coverage?**

Additional LTD benefits cannot be converted to an individual policy. As an individual, you may contact an insurance broker to obtain a quote for personal disability insurance. The cost for individual coverage is your responsibility.

**What happens to my basic and voluntary accidental death & dismemberment (AD&D) coverage?**

The Support Staff program does not include coverage for basic or voluntary AD&D. You may convert your AD&D coverage to an individual plan with SSQ Financial without having to answer any health questions up to a maximum of is \$750,000. If you wish to have no interruption in coverage, you must apply

for AD&D conversion within 31 days of your MaPS group benefits termination. Further information and the conversion application form is available by emailing [totalrewards@ucalgary.ca](mailto:totalrewards@ucalgary.ca) . The cost for individual coverage and conversion is your responsibility.

#### What will happen to my voluntary critical illness (CI) coverage?

The Support Staff program does not include coverage for voluntary critical illness. You may convert your and/or your spouse's voluntary critical illness coverage to an individual plan with SSQ Financial without having to answer any health questions. The maximum amount that can be converted is \$100,000 and cannot exceed your current amount of voluntary CI coverage. You must apply for critical illness conversion within 31 days of your MaPS benefits ending. Further information and the conversion application form is available by emailing [totalrewards@ucalgary.ca](mailto:totalrewards@ucalgary.ca) . The cost for individual coverage and conversion is your responsibility.

#### Will there be any changes to the optional life and dependent optional life benefits?

No, there are no changes to the optional life and dependent optional life benefit coverage levels or cost. The coverage you have in place today will be maintained by selecting these benefits during the enrolment process.

#### Do I need to update my beneficiary?

You will need to populate the life insurance beneficiary designations during the benefit enrolment process. Your current beneficiary designation form will be honoured under the new plan in the event of a claim; however, it is important to revisit your beneficiary designation on a regular basis. Careful planning and consideration should be taken to ensure your current situation is properly reflected in your designation and that the proceeds reach the intended hands. Send the completed paper life insurance beneficiary form to HR as the paper form is required in the event of a claim.



## Health, Flexible Spending Accounts, and Dental

Health Benefits	Support Staff	Management and Professional Staff				
	All Employees	Option 1	Option 2	Option 3	Option 4	Option 5
Benefit Year	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31
Hospital/Ambulance	100%	100%	100%	100%	100%	100%
Travel Health	100%	100%	100%	100%	100%	100%
Accidental Dental	100% \$2,000/accident	100%	50%	100%	100%	100%
Drugs - Pay Direct Card	100% \$25 Deductible/Family 100% co-payment applied to the Dispensing Fee Maximum of \$6.50 Generic pricing applied	20% Generic pricing applied	50% 50% co-payment applied to the Dispensing Fee maximum of \$6.50 (i.e. max \$3.25 reimbursement) Generic pricing applied	100% \$25 Deductible/Family 100% co-payment applied to the Dispensing Fee maximum of \$6.50 Generic pricing applied	100% Deductible equal to Dispensing Fee Generic pricing applied	100% 100% co-payment applied to the Dispensing Fee maximum of \$10.00 Generic pricing applied
Smoking Cessation	100% to \$3,000 lifetime	No Coverage	50% to \$1,500 lifetime	100% to \$3,000 lifetime	100% to \$1,000 lifetime	100% to \$1,000 lifetime
Physiotherapy Chiropractor Chiropractor X-ray Massage	100% to \$600/year combined \$30/visit maximum \$200 X-ray maximum (included in combined maximum)	100% to \$200/year combined No per visit maximum	50% to \$300/year combined \$30/visit maximum \$200/year X-ray maximum (included in combined maximum)	100% to \$600/year combined \$30/visit maximum \$200/year X-ray maximum (included in combined maximum)	100% to \$750/year combined \$70/visit maximum \$200/year X-ray maximum (included in combined maximum)	100% to \$450/year/practitioner No per visit maximum
Psychologist/Social Worker/ Family & Marriage Counselor	80% to \$800/year combined	No Coverage	50% to \$400/year combined	80% to \$800/year combined	100% to \$800/year combined	100% to \$800/year combined
Other Covered Paramedical	100% to \$200/year/practitioner \$200/year/x-ray		50% to \$100/year/practitioner \$100/year/x-ray	100% to \$200/year/practitioner \$200/year/x-ray	100% to \$350/year/practitioner \$200/year/xray	100% to \$500/year/practitioner \$200/year/xray
Orthotics	70% to \$200/year		50% to \$100/year	100% to \$200/year	100% to \$300/year	100% to \$450/year
Hearing Aids	100% to \$500/4 years		50% to \$250/per ear/4 years	100% to \$500/per ear/4 years	100% to \$500/per ear/4 years	100% to \$1,000/per ear/4 years
Diabetic Supplies	Included under Drugs		50% to \$1,500/year	100% to \$3,000/year	100% to \$3,000/year	100% to \$5,000/year
Other Medical Equipment & Supplies	100%		50%	100%	100%	100%
Eye Exam (Ages 19 to 64)	100% to \$40/24 months	100% to \$100/24 months	50% to \$50/24 months	100% to \$40/24 months	100% to \$100/24 months	100% to \$100/24 months
Vision	No Coverage	No Coverage	50% to \$100/12 months	100% to \$150/12 months	100% to \$250/12 months	100% to \$400/24 months

Flexible Spending Account	Support	Management and Professional Staff				
	All Employees	Option 1	Option 2	Option 3	Option 4	Option 5
Benefit Year	July 1 - June 30	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31
Allocation	\$850 Full-time employees	Excess Flexible Spending Credits, based upon Option Choices				

Dental Benefits	Support	Management and Professional Staff				
	All Employees	Option 1	Option 2	Option 3	Option 4	Option 5
Benefit Year	April 1 - March 31	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31	January 1 - December 31
Basic	80%	50%	80%	80%	90%	100%
Periodontic	65%	50%	80%	80%	90%	100%
Major	65%	50%	No Coverage	80%	60% Implants included	75% Implants included
Orthodontic	50% (child only)	50% (child & adult)		50% (child & adult)	60% (child & adult)	No Coverage
Basic & Major Maximum	\$1,500/year	\$1,500/year	\$1,500/year	Unlimited	\$2,000/year	\$2,500/year
Periodontic Maximum	\$1,500/lifetime	Included in Basic	Included in Basic	Included in Basic	Included in Basic	Included in Basic
Orthodontic Maximum	\$1,500/lifetime (child only)	\$1,500/lifetime (child & adult)	N/A	\$1,500/lifetime (child & adult)	\$2,500/lifetime (child & adult)	N/A

### Will I get a new Alberta Blue Cross benefits card?

Yes, you will receive a new Alberta Blue Cross benefits card mailed to your home address indicating your new section number. This benefits ID card will be used for health, dental and flexible spending account claims under the Support Staff program. Present your new Alberta Blue Cross ID card to your pharmacist, dentist and paramedical providers so they can update your information for direct claim submissions.

### What will happen with my claims?

- **Health, Dental and Health/Wellness Spending Account** claims with a service date or purchase date **prior to January 1, 2020** will be paid according to your flex option selections under the current MaPS program. Any claims prior to January 1, 2020 must be submitted to Alberta Blue Cross by March 31, 2020 using the section number reflected on your current benefits card. Claims submitted to the MaPS program after the January 1, 2020 transition date will need to be submitted by mail via a [paper form](#) to Alberta Blue Cross.
- **Health, Dental and Flexible Spending Account** claims with a service or purchase date **on or after January 1, 2020** will be paid based on the Support Staff plan design.

#### Will I be able to access my claim history once my plan has transitioned?

No, after January 1, 2020 you will not be able to access your claim history for the MaPS program on the Alberta Blue Cross website. It is advisable to login to your Alberta Blue Cross secure account near the end of December 2019, click on *Claims*, the *Claims Total Report* and save copy for your records in the event you require this information for income tax purposes. You will be able to request claim history information from the MaPS program by calling Alberta Blue Cross at 1-800-661-6995 after the January 1, 2020 transition date.

#### What if I have pre-authorized prescription drugs?

Prescription drug pre-authorizations will automatically be transferred from the MaPS program to the Support Staff benefits plan. You can continue to fill your prescriptions as usual using your new Support Staff benefits card on or after the transition date.

#### What if I have received a dental pre-determination under the MaPS program?

Dental pre-determinations approved under the MaPS benefits plan will be honoured under the Support Staff program for 120 days following the approval date. Services incurred on or after January 1, 2020 will be adjudicated based on the new coinsurance and plan design under the Support Staff program. To ensure your claim is processed accordingly, supply a copy of your pre-determination or have your dentist resubmit on your behalf.

#### What will happen if I am currently undergoing orthodontic treatment?

Adult orthodontics are not included in the Support Staff benefits program. As such, adult orthodontic benefits will terminate effective the date you transition from the MaPS benefits program to the Support Staff benefits program. Services incurred on or after January 1, 2020 will not be eligible.

#### What will my flexible spending account (FSA) allocation be on January 1, 2020?

Your FSA allocation on January 1, 2020 will be prorated for six months as the Support Staff FSA runs on a July 1 to June 30 benefit year; i.e. \$425 for full-time employees for the six month period. Allocations to health and/or wellness spending accounts are made during the enrolment process.

### **Tuition Support and Employee and Family Assistance Plan (EFAP)**

Access and coverage under the tuition support and EFAP are the same for employees in both staff groups but there is a difference in the proration of benefits for dependents of part-time employees. Dependents of part-time Support Staff receive 50% of the benefit whereas MaPS are pro-rated differently. For more information refer to the [Tuition Support](#) website and the [EFAP](#) website.

#### Will the tuition support amounts I have used as a MaPS employee count towards the annual maximum benefit?

Yes. As the tuition support benefits are the same and have the same plan year (July 1 to June 30), your tuition support history will carry forward.

#### Will I still have access to the EFAP and will this impact any ongoing appointments?

Yes, you will continue to have access to this benefit. This transition will not impact any appointments.

## Pension Plan

### Will my pension plan be impacted?

Yes. Pension eligible employees will move to the Public Service Pension Plan (PSPP) effective January 1, 2020. Service under the Universities Academic Pension Plan (UAPP) will be maintained as at the transition date and will remain in the UAPP. Since there is no break in service, you now have Combined Pensionable Service (CPS) and will receive two separate pensions.

### Will there be a difference in contributions?

Yes. Under PSPP the employee contribution rates are 10.47% of salary up to the YMPE (2020: \$60,100) plus 14.95% of salary above the YMPE. The University matches your contribution.

### What happens if I have less than two years of service?

UAPP has immediate vesting, i.e., you are vested since the UAPP Join Date. The vesting period under PSPP is two years of pensionable service, however, the total combined pensionable service from both plans will be used to determine if you are vested. For example, if you have one year of pensionable service in UAPP then move to PSPP with the same employer and have no break in service, the CPS allows you to accumulate only one more year of pensionable service to be vested in PSPP.

### Can I withdraw my UAPP funds?

No, funds cannot be transferred or withdrawn from UAPP.

### Can I transfer my service from UAPP to PSPP?

No. You will receive two separate pensions, one from PSPP and one from UAPP. Having CPS allows both plans use the same best five (5) consecutive years' salaries to calculate the Final Average Salary for the pension benefit. For detailed information visit the [PSPP website](#).

## Performance Management

### When will my performance be assessed?

Along with all other Support Staff, plan to meet with your manager in March 2020 for your annual performance review.

### What about the goals I set?

If you set goals in fall 2019, some of your objectives might not be met by March 2020. If this is the case, plan to discuss and document the progress you have made so far. For example, a goal that was expected to be achieved in May 2020 may still be considered successfully met, so long as progress is on-track given the measurements you chose.

### What performance document will I be assessed with?

You will use the MaPS performance document, along with the MaPS competency model and rating scale for your review in March 2020.

### What happens next year?

For the 2020/2021 performance year, you will receive a Support Staff performance document. From April 1, 2020 onwards, your performance will be assessed according to the Support Staff performance year, competency model, and rating scale.

## More Questions?

Contact the ISC at 403-220-5932 [hr@ucalgary.ca](mailto:hr@ucalgary.ca)