

# Manitoba Safeway/UFCW Local 832 Health & Welfare Plan

DA Townley 4250 Canada Way, Burnaby, BC V5G 4W6

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## MEMORANDUM

From: The Board of Trustees of the Manitoba Safeway/UFCW Local 832 Health & Welfare Plan  
To: Members of the Manitoba Safeway/UFCW Local 832 Health & Welfare Plan  
Date: October 6, 2023  
Re: **Frequently Asked Questions**

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The purpose of this memo is to help address frequently asked questions regarding the transition of benefit providers for the Manitoba Safeway/UFCW Local 832 Health & Welfare Plan (“the Plan”).

### 1) Who are the new Plan contacts effective October 1, 2023?

Plan Administrator: DA Townley

For administration related queries (Plan eligibility, hours, member records, registration), please contact DA Townley at [ufcwadmin@datownley.com](mailto:ufcwadmin@datownley.com) (preferred), or 1.604.299.7482 or 1.800.663.1356 toll free.

Benefit Provider: Manitoba Blue Cross

For claims and coverage related queries, please contact Manitoba Blue Cross Customer Service Centre at 1.204.775.0151 or 1.888.596.1032 toll free. Additional details can be found on the Manitoba Blue Cross Contact Us page <https://www2.mb.bluecross.ca/contact-usinformation>

### 2) Where do I submit claims with service dates prior to October 1, 2023?

Please continue to submit claims to the previous Plan administrator, PBAS. These claims will be collected for special handling and will be paid out by Manitoba Blue Cross upon approval.

PBAS will continue to receive these claims until November 30, 2023. However, please note that PBAS is no longer the administrator or payor for the Plan. All benefit payments going forward will be issued from Manitoba Blue Cross.

### 3) Where do I submit claims with service dates on or after October 1, 2023?

If you are an eligible member of the Plan, you should have received a welcome package with your ID cards and further instructions on accessing mybluecross. Members can submit claims online once registered <https://www2.mb.bluecross.ca/>

You can also submit claims by mail. The forms and corresponding mailing instructions can be accessed through in the UFCW website <https://ufcw832.com/members/benefit-forms/>

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## 4) What if there are errors on the personal information listed in my ID/Drug cards or welcome package?

If there are any errors in your information, please contact DA Townley at [ufcwadmin@datownley.com](mailto:ufcwadmin@datownley.com) (preferred), or 1.604.299.7482 or 1.800.663.1356 toll free.

If changes are made to your member record, a new ID/Drug Card may be reissued.

## 5) What if I did not receive a welcome package?

Please contact DA Townley at [ufcwadmin@datownley.com](mailto:ufcwadmin@datownley.com) (preferred), or 1.604.299.7482 or 1.800.663.1356 toll free to confirm your eligibility and latest address.