

Tuesday, January 28, 2020  
6:00PM  
Council Chambers, University Hall

We would like to respectfully acknowledge that our University and our Students' Union are located on Treaty 6 Territory. We are grateful to be on Cree, Dene, Saulteaux, Métis, Blackfoot, and Nakota Sioux territory; specifically the ancestral space of the Papaschase Cree. These Nations are our family, friends, faculty, staff, students, and peers. As members of the University of Alberta Students' Union we honour the nation-to-nation treaty relationship. We aspire for our learning, research, teaching, and governance to acknowledge and work towards the decolonization of Indigenous knowledges and traditions.

#### LATE ADDITIONS (SC-2019-18)

2019-18/1 SPEAKERS BUSINESS

2019-18/1a Announcements - The next meeting of Students' Council will take place on **Tuesday, February 11, 2020 at 6:00PM** in Council Chambers at University Hall.

2019-18/2 PRESENTATIONS

2019-18/2a **Title:** "Campus Clean Air Working Group Consultation"

**Presenter(s):**

- Andrew Leitch - Director, ERM Programs, Risk Management Services
- Kevin Frieze - Associate Dean of Students, Health & Wellness

**Abstract:**

Last year the university's General Faculties Council asked administration to come up with a strategy to minimize student, staff and faculty exposure to smoke and vapour from cigarettes, inhaled cannabis, vapes and hookah pipes on University of Alberta campuses.

The Provost asked a working group representing students, faculty and staff to consider options. The group concluded that a strategy would require significantly increased limits to smoking and vaping on U of A campuses, up to making the university completely smoke-free and vape-free. (Today, smoking and vaping is allowed in most outdoor locations, as long as it's not within ten metres of doors, windows that open, and air intake vents. Cannabis smoking and vaping is permitted in specific locations.)

The co-chairs of the working group are requesting the opportunity to share the options being considered by the working group, provide early insights into the findings of the campus consultation, and gather the student perspective on this

important topic.

**LARSEN MOVES** to allow the “Campus Clean Air Working Group Consultation” presentation.

2019-18/3 EXECUTIVE COMMITTEE REPORT

2019-18/4 BOARD AND COMMITTEE REPORT

2019-18/5 OPEN FORUM

2019-18/6 QUESTION PERIOD

2019-18/7 BOARD AND COMMITTEE BUSINESS

2019-18/7a **VARGAS ALBA MOVES** to appoint one member of Students’ Council to Policy Committee.

2019-18/7b **DRAPER MOVES** to approve Second Principles Of Bill 7.

See SC-2019-18.09.

2019-18/8 GENERAL ORDERS

2019-18/9a **BHATNAGAR MOVES**, pursuant to Section 3(11) of Bylaw 6100, to call a referendum on The Gateway DFU question as approved in motion 2019-15/7e, and to direct the Speaker to inform the Chief Returning Officer of Students' Council's authorization of this referendum within 24 hours of the conclusion of this meeting.

2019-18/9 CLOSED SESSION

2019-18/10 INFORMATION ITEMS

2019-18/10i Second Principles - Bill 7.

See SC-2019-18.09.

2019-18/10j UASU Health & Dental Plan Board Orientation.

See SC-2019-18.10.

## 20 Vacancy Petitions

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1. Immediately following the by-election period for Students' Council, as outlined in Bylaw 2400, the office of Discover Governance, with the assistance of the Chief Returning Officer, shall create a Vacancy Petition form for all faculties with vacancies and disseminate the form broadly, including to the Faculty Association in which the vacancy is held.
2. The Vacancy Petition form, to be filled out by the candidate, shall include:
  - a. The name, e-mail, faculty, and ID number of the candidate seeking to fill the vacancy; and
  - b. A signed acceptance of the petition by the candidate; and
  - c. A signed letter for the candidate from their faculty confirming that they are in good academic standing under University regulations; and
  - d. A signed agreement saying the petitioner will meet with Discover Governance to be briefed on how Students' Council runs before their first meeting; and
  - e. A list of **at least 10** nominators including the names, faculties, years, signatures, and student identification numbers; and
    1. A copy of Bylaw 100(20); and
    2. A link to the Vacancy Petition webpage.
3. In order for the petition to be declared valid, the candidate must collect a greater number of signatures from **supporters** than either 3(a) or 3(b), whichever is lower:
  - a. **10% of the total student population of their faculty with a maximum of 60 signature**
  - b. ~~The mean voter turnout percentage for the last three (3) general Students' Council elections~~
4. The Vacancy Petition form for Open Studies students shall include all requirements mentioned in (2) **but shall not include the requirements in section (3).**
5. The completed Vacancy Petition shall be submitted to the Office of Discover Governance upon its completion for validation of nominators, if applicable.
6. The first valid Vacancy Petition submitted for a given faculty will trigger a seven (7) day period after which no other petitions will be received per vacant seat.
7. If no other valid Vacancy Petitions are received within the seven (7) day period, the successful candidate shall be declared a Councillor for the vacant seat for the remainder of that term.
8. If two or more candidates submit valid Vacancy Petitions for the same seat during the seven (7) day period outlined in (6), the candidate with the most signatures at the end of this period shall be the winner.
  - a. Any candidate shall be allowed to retrieve their petition during the seven (7) day waiting period to collect more signatures, so long as the final petition is re-submitted by 5:00pm on the last business day prior to the deadline.
  - b. In the event of a tie in the number of signatures, the Chief Returning Officer shall determine the winner by flipping a coin or other random-chance tie-breaking method in the presence of the Deputy Returning Officer or a member of the Office of Discover Governance.
9. Individuals that are ineligible to submit Vacancy Petitions include:
  - a. Any member of Students' Council; or
  - b. The Speaker of Students' Council; or
  - c. The Chief Returning Officer or Deputy Returning Officer; or
  - d. Any student who ran during the previous general election or by-election and lost to none of the above; or

- e. any student who has previously used this mechanism in the last 365 days.
- 10. The period for Vacancy Petitions to be submitted shall be from the first business day following the fall by-election to February 1 of the subsequent year.
- 11. The Office of Discover Governance, with the assistance of the Chief Returning Officer, shall create and maintain a Vacancy Petition webpage to list the current status of all vacant Students' Council seats:
  - a. The link to this webpage shall be included in the Vacancy Petition package; and
  - b. This webpage shall be maintained with regular updates, deadlines and other relevant information; and
  - c. At a minimum, the number of packages submitted in each faculty shall be updated daily during the seven (7) day deadline period.


# UASU HEALTH & DENTAL PLAN BOARD ORIENTATION

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PRESENTED BY  
KRISTIN FOSTER

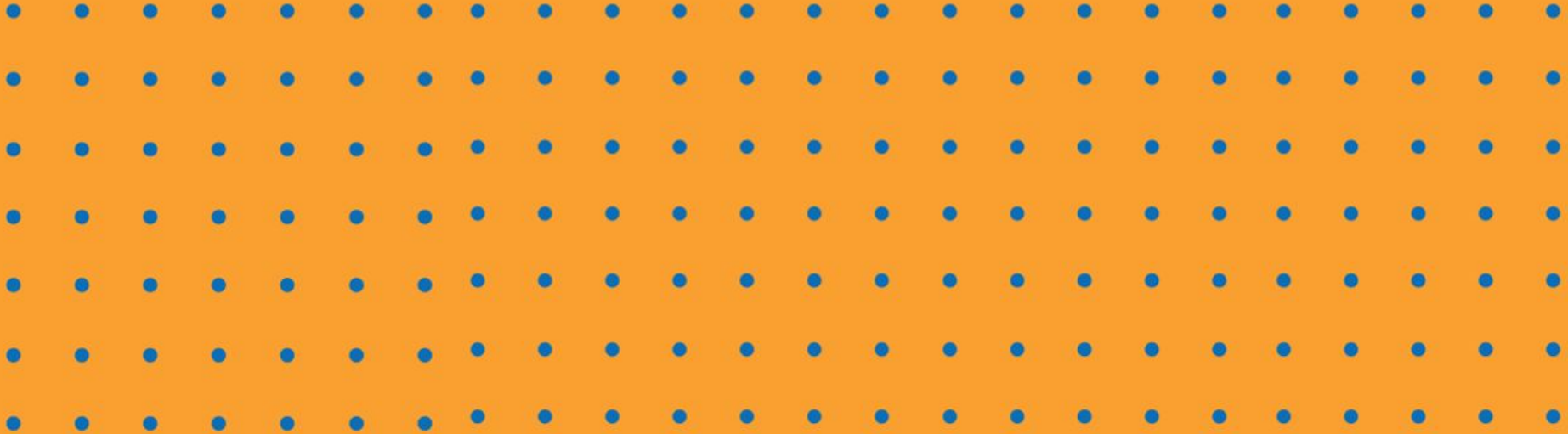


# AGENDA

- ◆ **Our Role and Responsibilities**
  - ◆ **Plan Basics**
  - ◆ **Our Services**
    - ◆ **A. Member Services**
    - ◆ **B. Communications**
    - ◆ **C. Networks**
  - ◆ **2018-2019 Claims Snapshot**
  - ◆ **Your Role**
- 

# OUR ROLE & RESPONSIBILITIES

01





Changing the  
Face of  
Student  
Health

For Students  
With Students  
By Students

From Startup  
to Market  
Leader



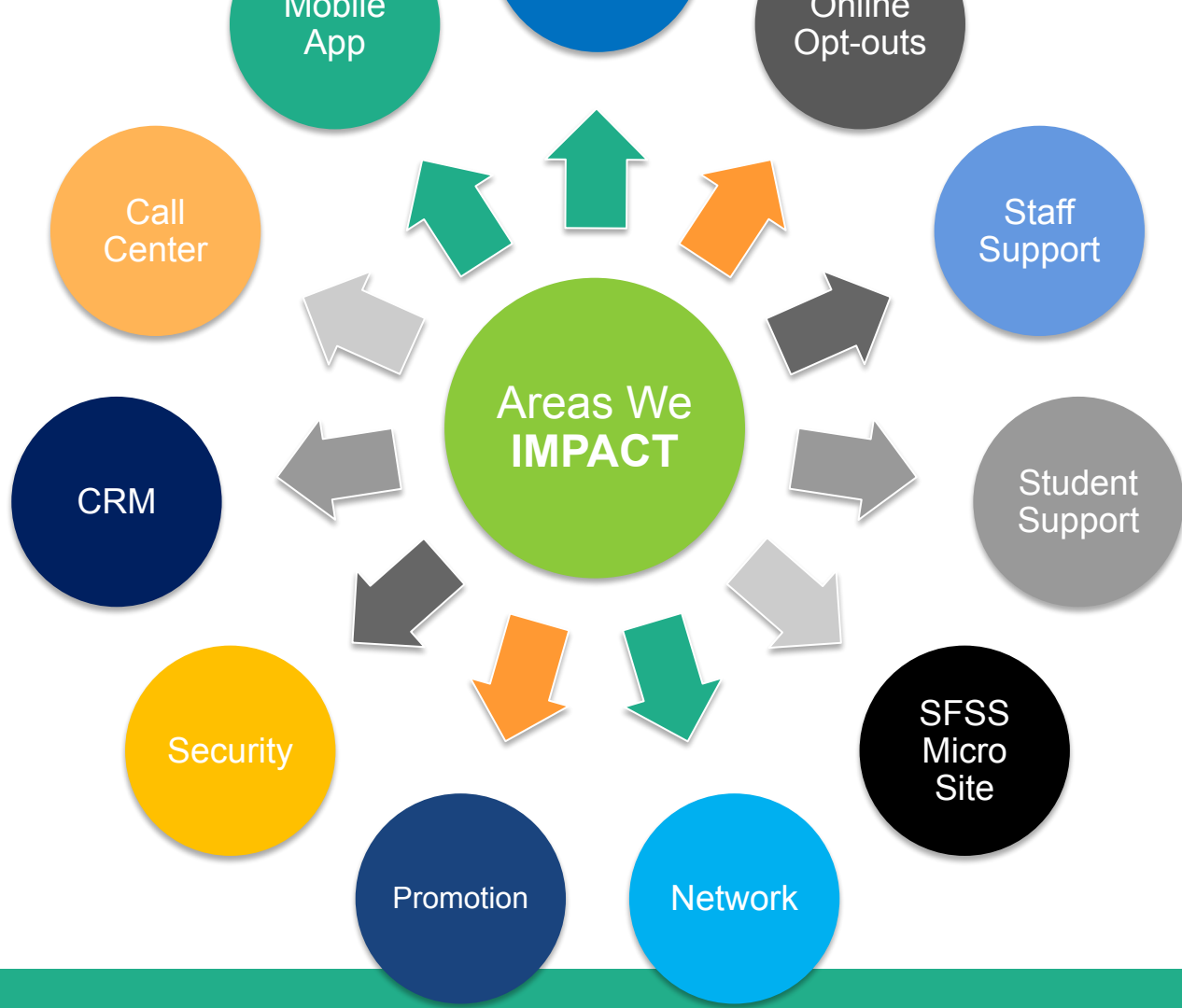


## **Consultant**

- Negotiation with Insurer
- Plan Set-Up
- Strategy
- Reporting & Surveys

## **Administrator**

- Member Services Centre
- Opt Out/Enrolments
- Communications
- Data Transfer
- Community Builder
- Network Administrator



# Reporting & Surveys

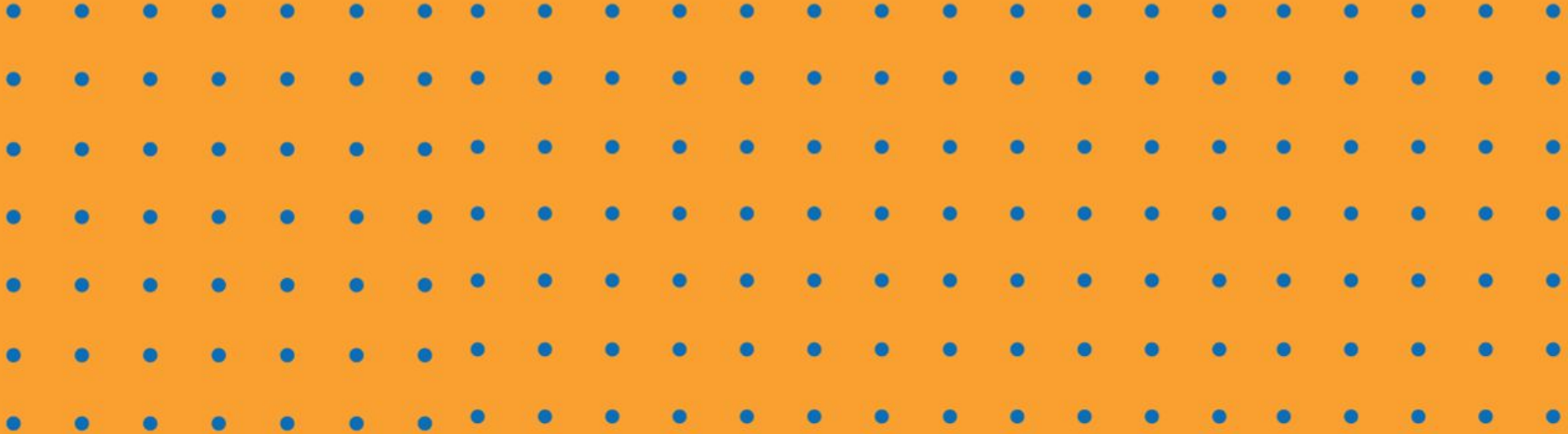
- Accurate & transparent reporting
- Macro-level analysis of healthcare trends
- Professional analysis of financials to inform direction
- Student feedback drives evolution
- Surveys provide an evaluation of our services and communications



**ACCOUNTABILITY**

# PLAN BASICS

02



# Individual vs. Group Insurance Plans

## **Expensive**

Up to 5 -7 times the cost of a student Plan



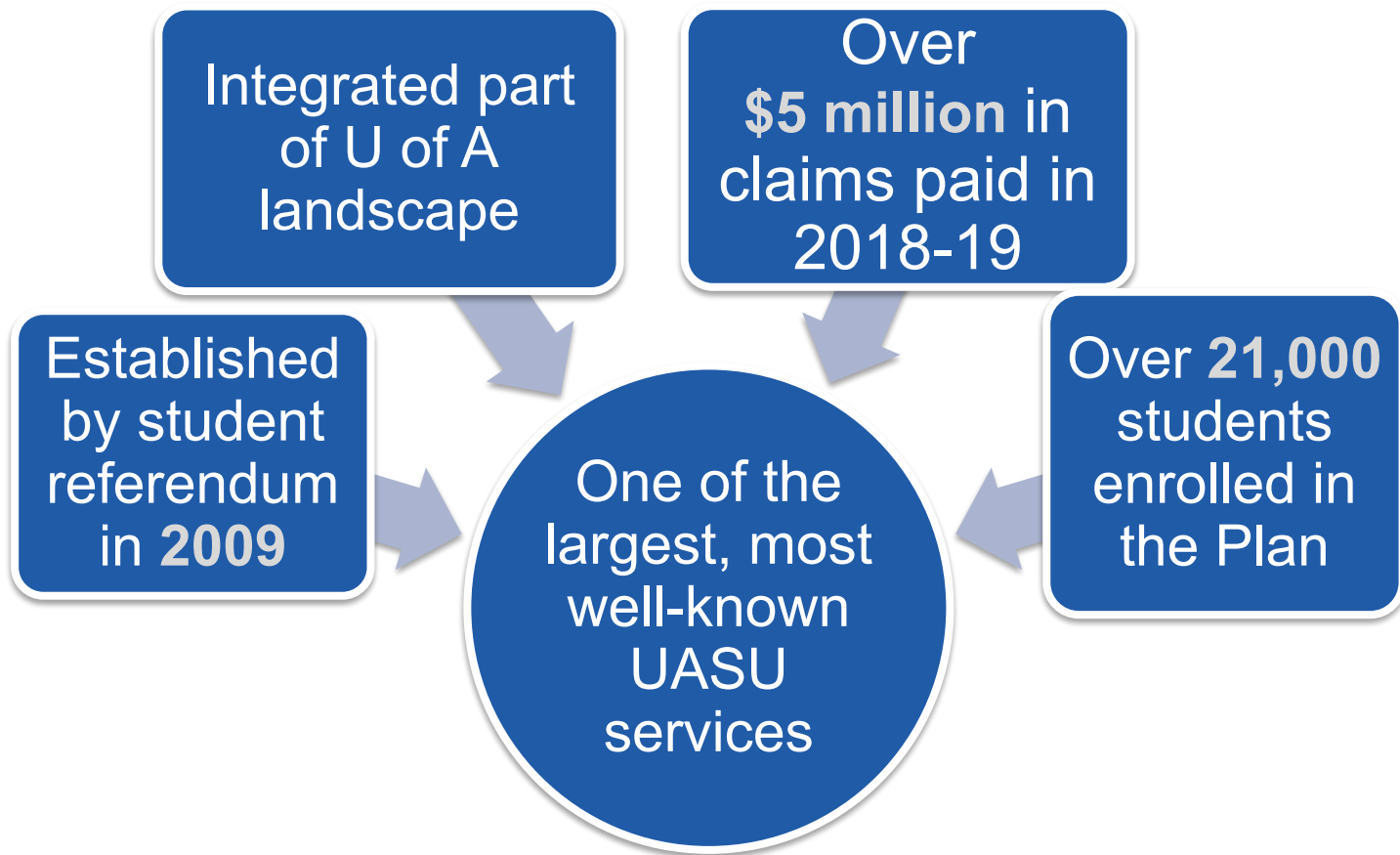
## **Discriminatory**

Differential treatment according to age and sex



## **Not Accessible**

Exclude individuals with pre-existing conditions



# PLAN BENEFITS



## Health-Care Coverage

More than \$10,000 including prescription drugs, vaccinations, psychologists, physiotherapists, chiropractors, ambulance, and more



## Vision Coverage

Over \$350 including eye exams, eyeglasses and contact lenses, and laser eye surgery



## Dental Coverage

Up to \$650 including checkups, cleanings, fillings, root canals, gum treatments, extractions, etc.



## Travel Coverage

120 days per trip for an unlimited number of trips and up to \$5,000,000 per incident, plus trip interruption and cancellation in the event of a medical emergency

The background of the slide features a serene image of several smooth, dark grey stones stacked vertically on a calm body of water. The stones are reflected in the water, creating a sense of balance and tranquility. The overall color palette is light blue and white.

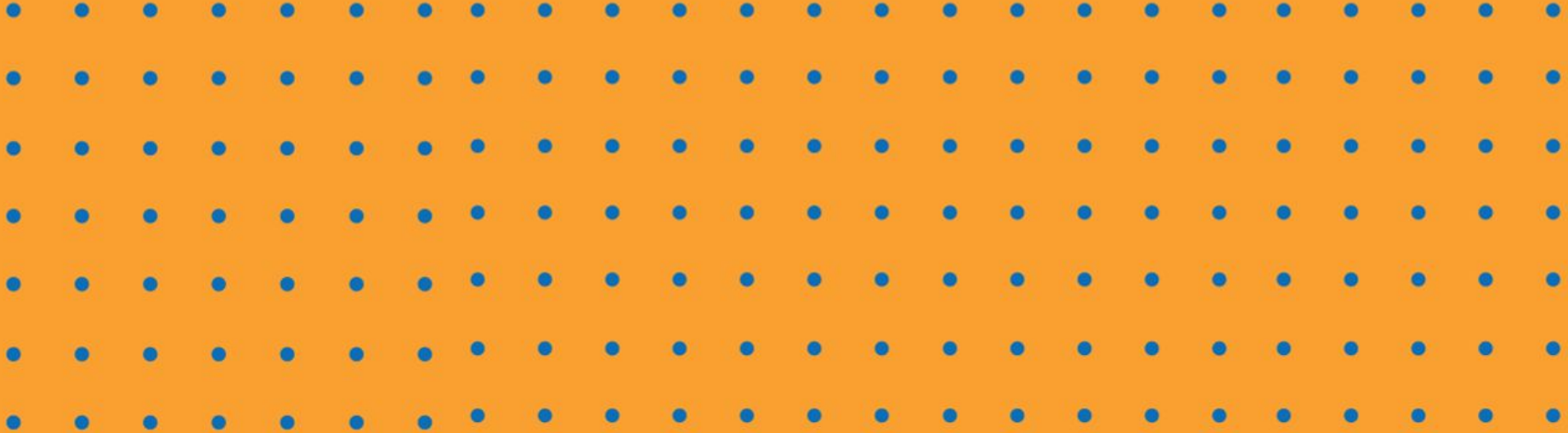
Alberta  
Health  
Services

UASU  
Plan



# MEMBER SERVICES

3A





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We manage the  
Health and Dental Plan  
Student Experience



# A Seamless Service Experience



**MEMBER SERVICES: Calls & Campus** – Open 9am-5pm to address student questions and concerns



**INTEGRATED SOLUTIONS** – CRM system helps track all interactions with students



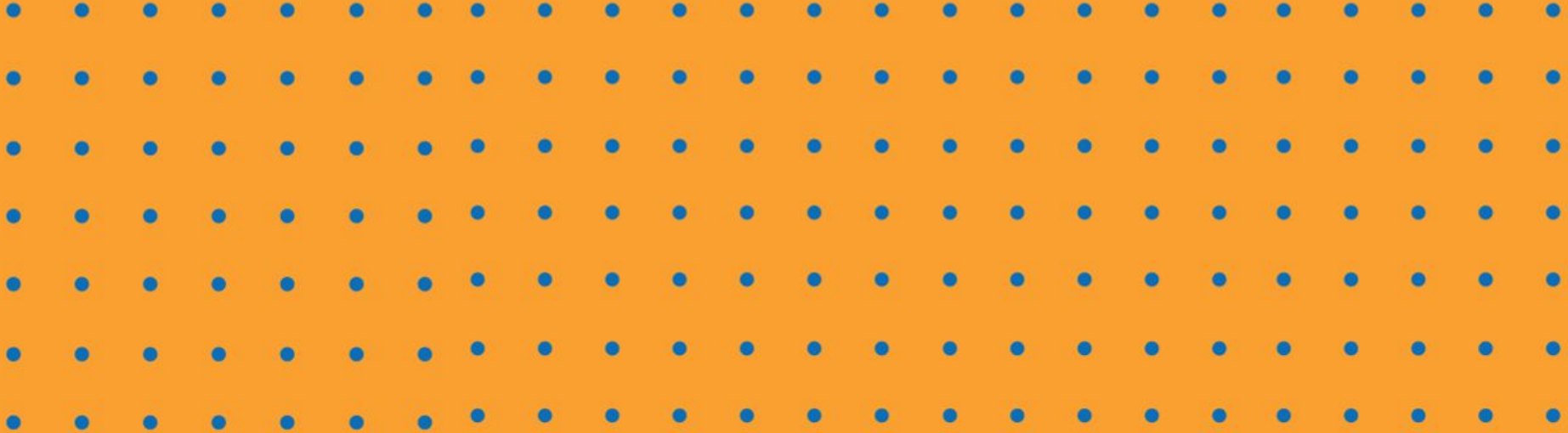
**REAL-TIME OPT-OUT & ENROLMENT** – Available during the change-of-coverage period



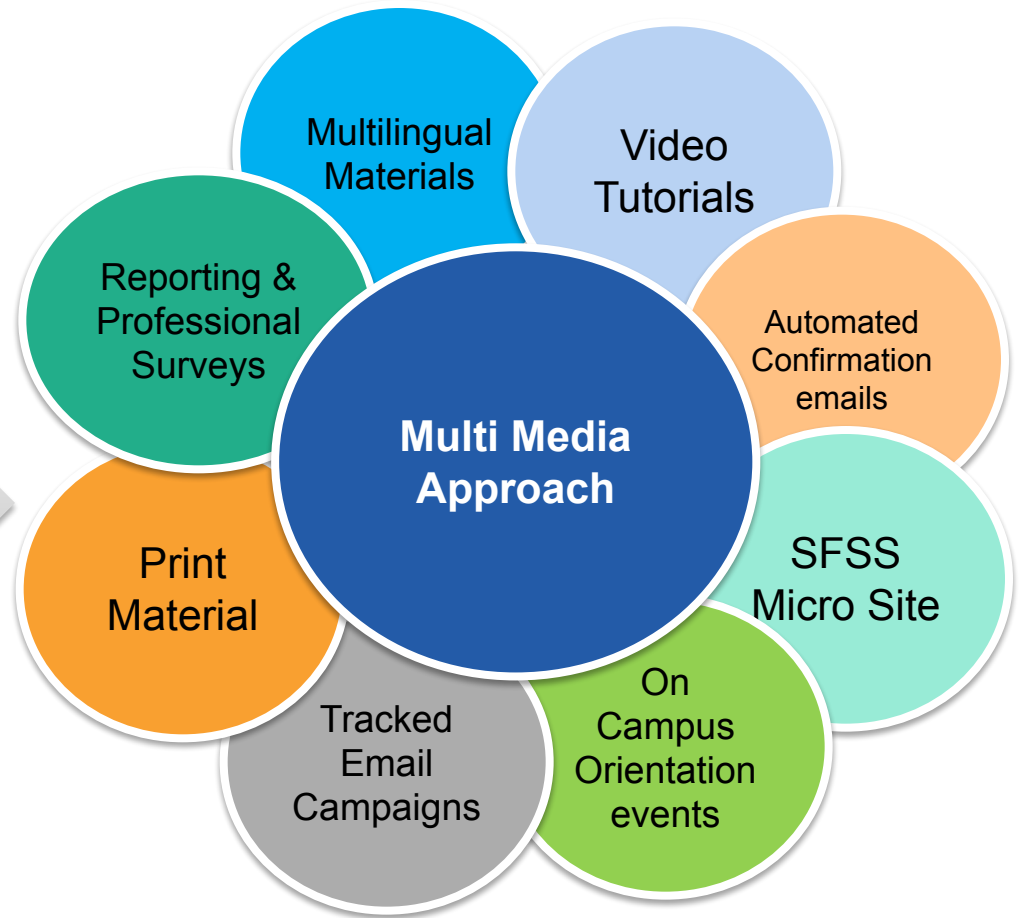
**MOBILE APP** – Easy claiming & Plan information

# COMMUNICATIONS

3B



# In-House Communications Team



CHAT NOW!

LIVE CHAT

ONE **CLICK**  
NAVIGATION

[HOME](#) [HEALTH](#) [DENTAL](#) [VISION](#) [TRAVEL](#) [WHO'S COVERED?](#) [COST](#)

MEMBER SERVICES

HEALTH-CARE NETWORKS  
Find a Professional

Select a Network ?

Discover the Networks' Advantages

- Psychology Network
- Pharmacy Network
- Dental Network
- Vision Network
- Chiropractic Network
- Physiotherapy Network
- Massage Therapy Network
- Studentcare Mental Health Resources
- COMPLETE NETWORK LISTING

CLAIMS

- Group & Certificate Numbers
- How to Claim
- Claim Forms
- Check Your Claim's Status
- Register for Direct Deposits

GROUP NUMBERS

Q1105 - Health, Dental, and Vision  
97180 - Travel

COVERAGE

- Change-of-Coverage Period

Studentcare mobile

ALWAYS HAVE  
YOUR PLAN  
at your fingertips

Download on the App Store GET IT ON Google Play

KNOWLEDGE IS POWER

HOW TO SAVE MORE

AMAZING TRAVEL PLAN

**EASY** Access to  
Locate Network  
Practitioners

**CLAIMING**  
MADE EASY

**Live Online**  
Opt-Out

**ALL** DOCUMENTS IN ONE PLACE

**RICH MEDIA**  
VIDEO TUTORIALS TO GUIDE STUDENTS

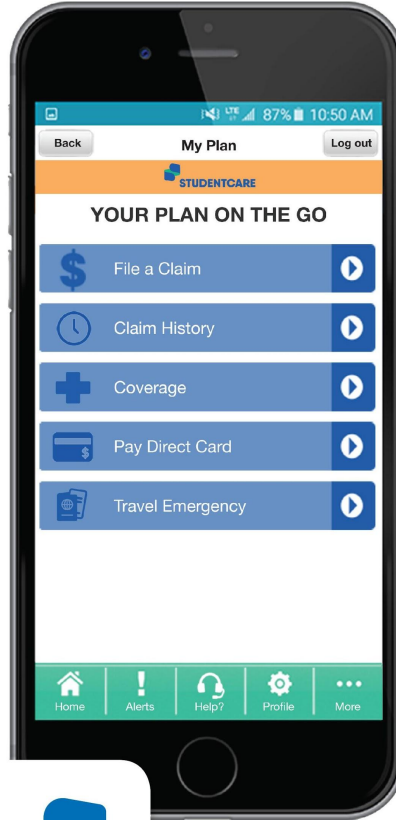
Over **130,000**  
claims processed  
through the  
**Studentcare app**

## DOWNLOAD THE APP

Search **studentcare mobile**  
to download now!



[mobile.studentcare.ca](https://mobile.studentcare.ca)



## MAIN FEATURES

### Quick Claiming & Reimbursement

Take pictures of your receipts, submit your claim, have your claim quickly processed, and receive a refund by direct deposit.



### Claim History

Never wonder about past claims or reimbursement details again. Your personal history is located in one handy, secure place.



### Coverage

Access a quick summary of your Plan's coverage.



### Electronic Pay-Direct Card

Use the electronic Pay-Direct Card when visiting a pharmacist or health practitioner that offers the pay-direct service; the pharmacist or health practitioner will be able to process your claim automatically.



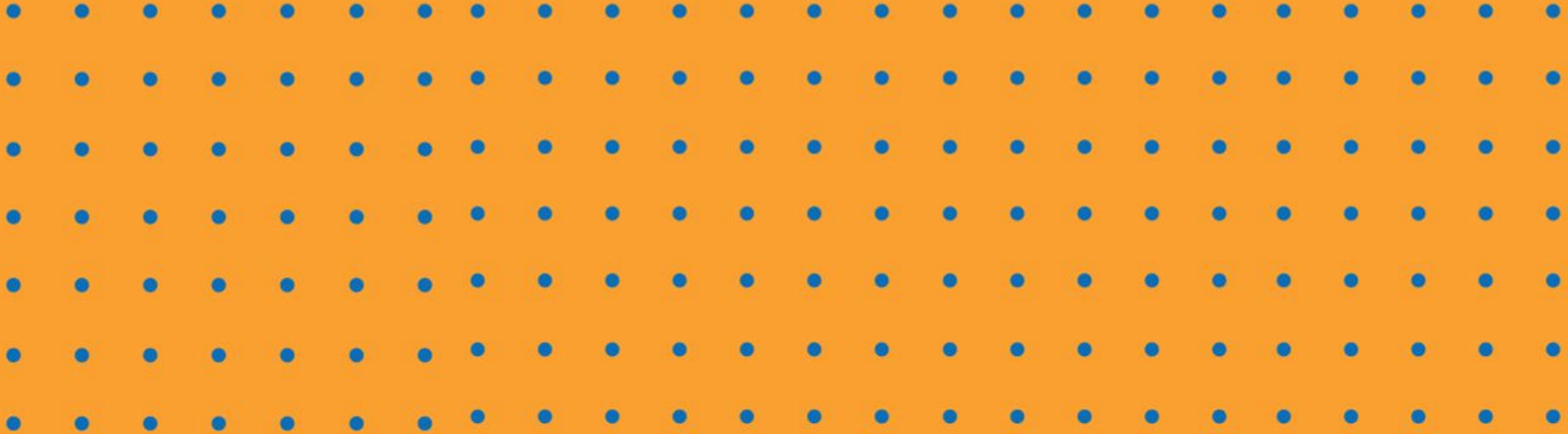
### Travel Emergency

Don't worry about misplacing or forgetting your emergency travel contact information while abroad. This app stores it for you!

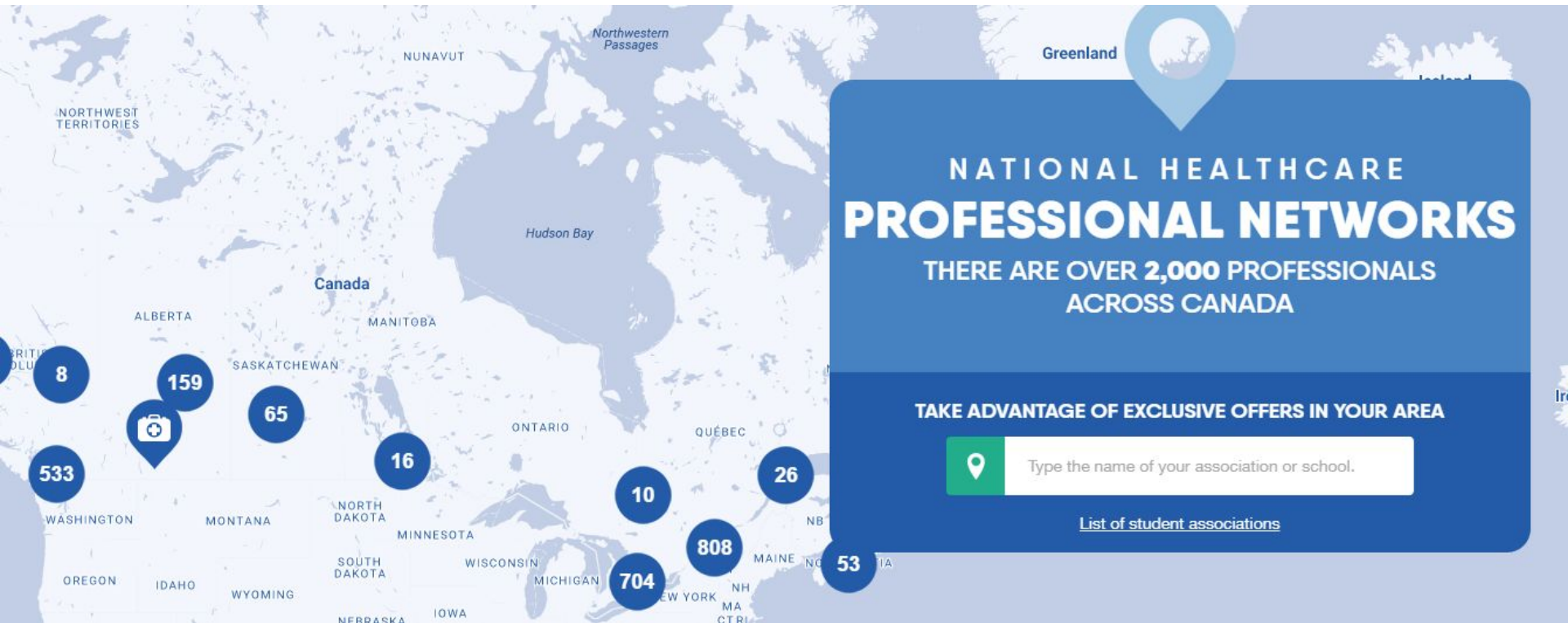


# NETWORKS

3C







# NATIONAL HEALTHCARE PROFESSIONAL NETWORKS

THERE ARE OVER **2,000** PROFESSIONALS  
ACROSS CANADA

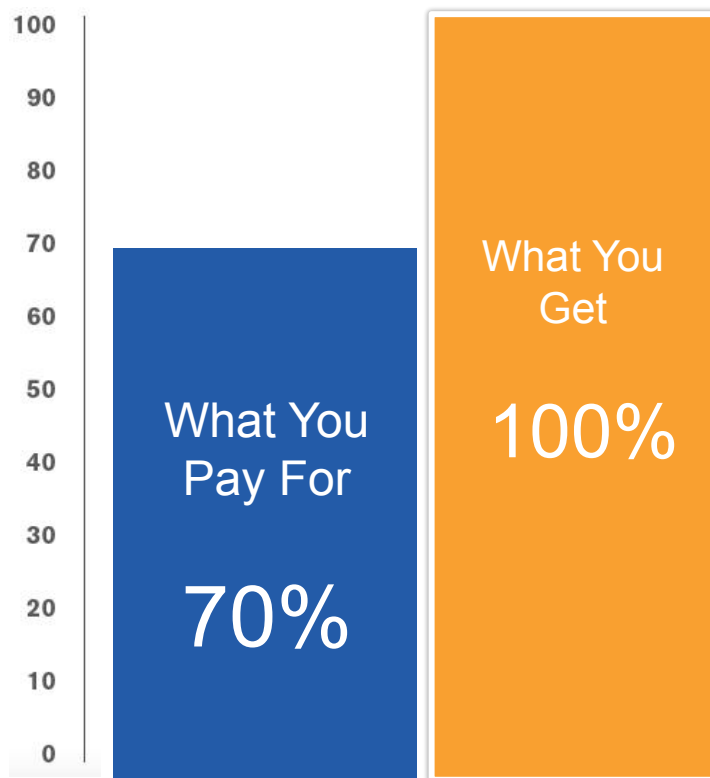
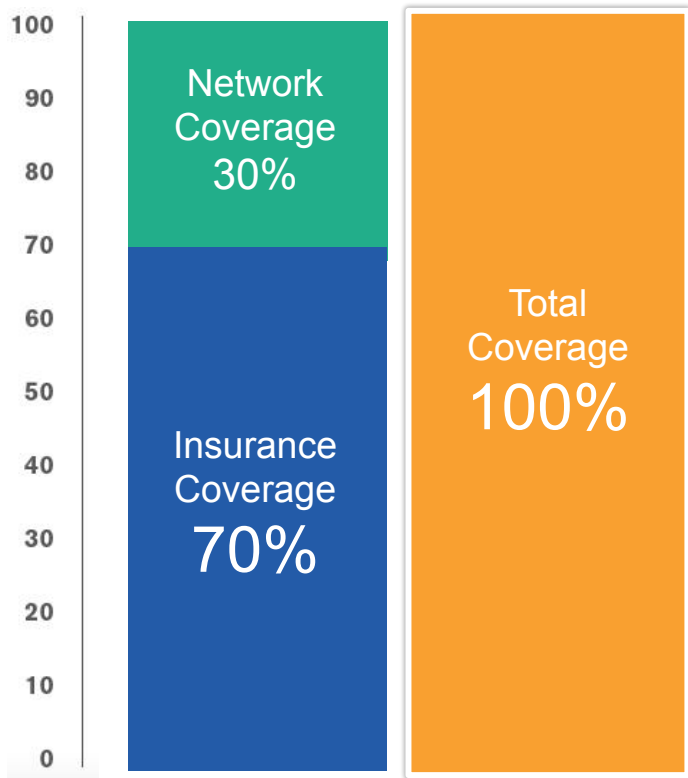
TAKE ADVANTAGE OF EXCLUSIVE OFFERS IN YOUR AREA



Type the name of your association or school.

[List of student associations](#)

# Dental Network in Action: Preventative Services



# Pharmacy Network



## REXALL'S EXCLUSIVE SAVINGS FOR STUDENTS

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**10% off your prescription drug costs (up to a maximum of \$40)**

Simply present a copy of your Pay-Direct Card to your Rexall pharmacy and your pharmacist will process your claim immediately.



**20% off on regularly priced Rexall brand products**

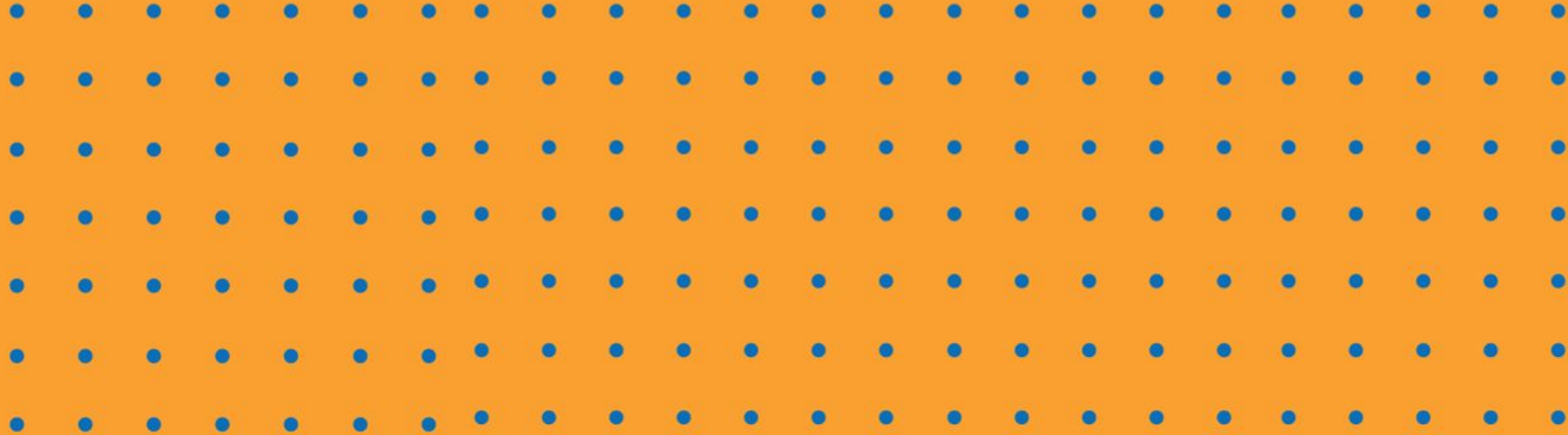
Includes Be Better, KIT, Nosh & Co., Rose & Robin, and Savvy Home, when you present your Rexall Exclusive Savings Card and your valid Student ID card at time of purchase.\*

# Our **EXCLUSIVE** Networks Save Students Real

- ❖ **Physiotherapy Network: 40% ~~\$50~~ savings =**
  - **\$60 for initial assessment / \$30 per visit / 20% off at PT Health**
- ❖ **Massage Therapy Network: 40% savings / visit**
  - **\$30 for a 30min treatment, \$55 for a 60min treatment**
- ❖ **Psychology Network: 20% savings / visit**
  - **\$170 per 50min session, online or in person**
- ❖ **Vision Network: 30 – 50% savings**
  - **Up to \$115 off select eyeglasses**

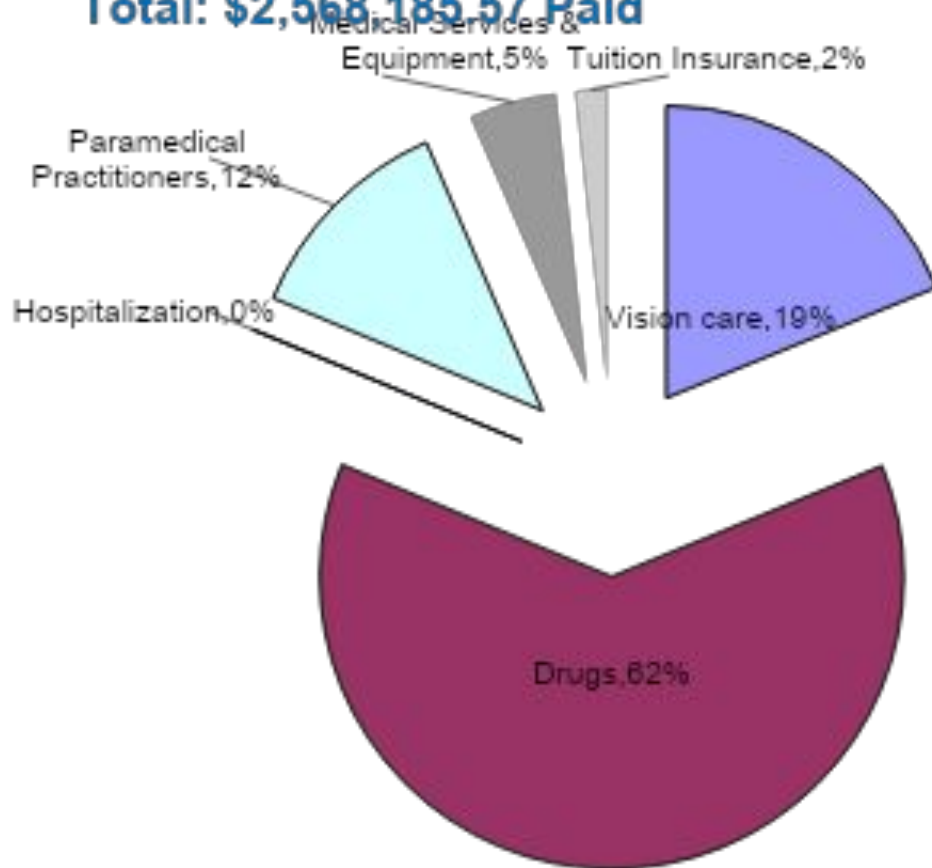
# 2018-2019 CLAIMS SNAPSHOT

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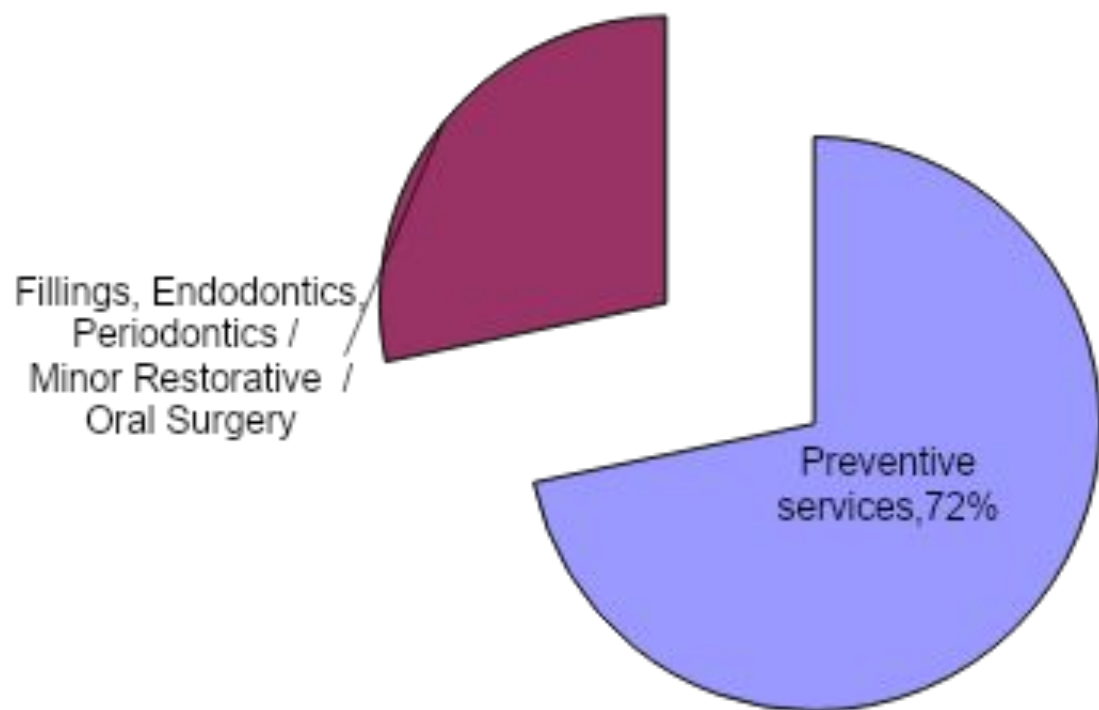


## SU Health Claims September 2018 - August 2019

Total: \$2,568,185.57 Paid



**SU Dental Claims September 2018 - August 2019**  
**Total: \$2,453,857.58 Paid**





# Recent Benefit Changes: Re-cap

- In Fall 2018 the following benefit changes were introduced:
  - - Paramedical Practitioners: (chiro, physio, RMT etc)
    - Increased to \$30 / visit, from \$20. \$300 annual max
    - Psychology / Counselling: 80% / visit. \$600 annual max
  - - Vision Care: Eyeglasses & Contact Lenses:
    - Eyeglasses , contact lenses: Increased to \$100, from \$75, per 24 months
    - Eye exams: coverage: Increased to \$60, from \$50, per 24 months
  - - Dental Care: Basic (fillings, oral surgery): increased to 70%. \$650 annual max
- As part of the RFP process, a 2 Year Premium Guarantee was negotiated: coming to an end in 2019-20





# Recent Benefit Changes: Impact

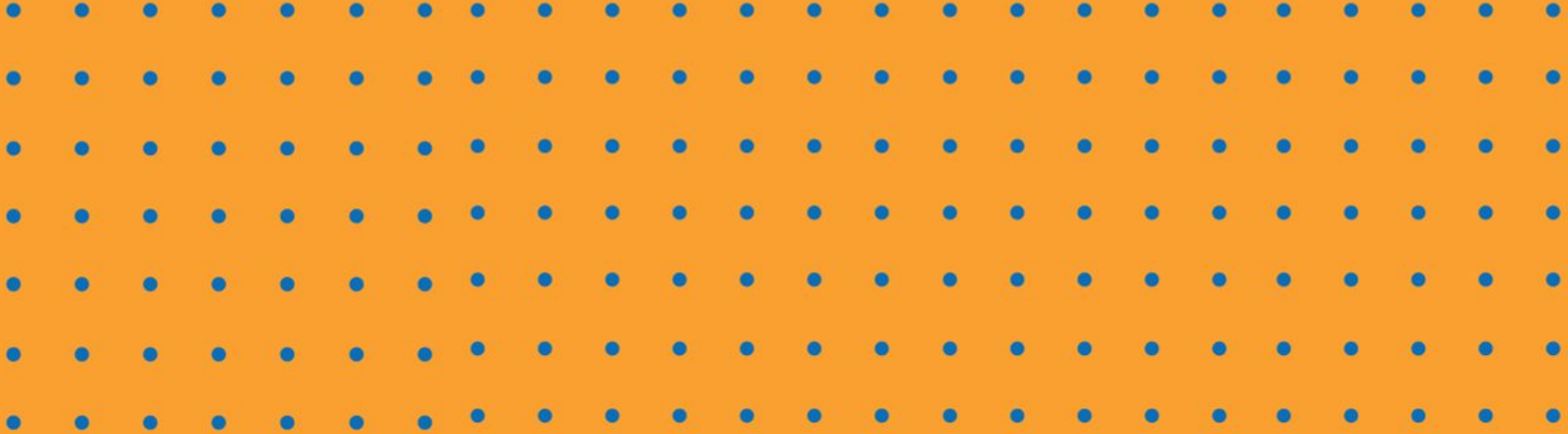
- Consequently, claims in 2018-19 increased as anticipated:
  - - Paramedical: +50%
  - - Vision Care: +57%
  - - Dental Basic: +26%
- Current claims (Sept – Dec 2019) continue to show high usage of plan benefits
- Plan Fees have already been adjusted to account for these changes, to even out fluctuations in usage

In short: Stay Tuned, Keep Calm and Carry On



# YOUR ROLE

5



# Students' Council plays a major role in helping direct “big picture” elements of the H&D Plan:

- Spreading awareness about the Plan and its benefits
- Gathering feedback from constituents
- Reviewing reports, surveys, analysis to inform policy
- Approving Plan Fees and benefits

Questions?