

Aftercare Benefits Initiative (ABI): Everything you need to know

Technical reminders

- Use a landline to connect to the audio:
1-888-407-4369
PIN: 96938721
- You will be automatically muted upon entry. To mute or unmute your line press *1.
- Use the chat window to submit your questions.
- Do not put your line on hold during the session.
- If disconnected, call and/or log back in.



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Aftercare Benefits Initiative (ABI): Everything you need to know

Agenda

1. About ABI
2. How does it work?
3. What's covered?
4. Your role
5. Who to contact
6. Q & A



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Aftercare Benefits Initiative (ABI): Everything you need to know

About ABI

- One-of-a-kind program
- Comprehensive health, dental, prescription drug, vision, counselling, and other life skills support services
- Funded by the Ministry of Children and Youth Services (MCYS)
- Launched August 1, 2014
- 690 youth registered in the program; 848 active members
- Benefit providers: Green Shield Canada (GSC) and Shepell



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How does it work?

Youth must:

1. Confirm their eligibility.
2. Complete the online enrollment form.
3. Have their status verified by their former worker or CAS.
4. Receive their welcome package.
5. Ensure their providers are registered and accept assignment.
6. Start accessing services!



Aftercare Benefits Initiative (ABI): Everything you need to know

How does it work?

1. Youth must **confirm their eligibility**.
 - a. Former Crown wards or youth previously eligible for Continued Care and Support for Youth (CCSY) or Extended Care and Maintenance (ECM).
 - b. Between the ages of 21 and 24.
 - c. Not eligible for benefits under any other health insurance plan (i.e. employment, school, spouse, OW or ODSP).



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How does it work?

2. Youth must **complete the online enrollment form** (www.oacas.org/abi).

Enrollment tips:

- Ensure information is accurate – including date of birth, mailing address, email address and full name.
- Check all declarations – youth must confirm they meet the eligibility criteria and are not accessing any other health benefit coverage.



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How does it work?

3. Youth must **have their status verified**.

Three options:

- a. Obtain a letter or email from their former worker or CAS and forward it on by email (abi@oacas.org) or fax (416-366-8317).
- b. Request their former worker or CAS to send their verification directly to abi@oacas.org.
- c. Ask the OACAS ABI team to contact their CAS on their behalf.

Verification should come from a CAS worker and include the youth's full name, date of birth, and former status.



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How does it work?

4. Youth must **receive their welcome package**.
 - 2-3 weeks post-verification, youth will receive their welcome package in the mail containing:
 - Welcome letter
 - Green Shield card
 - Benefit booklet



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How does it work?

5. Youth must **ensure their providers are registered and accept assignment.**
 - Important: Youth cannot pay for services and submit claims for reimbursement.
 - Their health providers **must** bill Green Shield Canada directly and accept assignment (i.e. do not require upfront payment).
 - Registered providers can be found online using the provider search function on the GSC member portal.



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How does it work?

6. Youth can **start accessing services!**

But I'm sure you want to know:
What's included?



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What's covered?

1. **Shepell:** Counselling and life-skills services
2. **Green Shield Canada (GSC):** Comprehensive health and dental coverage



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Understanding Shepell services

- Voluntary
- Immediate and confidential
- Service available 24/7/365
- Supporting you in areas of relationships, family, health, and life issues
- No cost to you or your eligible dependent children once enrolled







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Counselling

Shepell counselling modalities

 Face To Face	 Telephonic	 Text-Based Self-Directed
 First Chat	 E-Counselling	 Video Counselling

The *right support*
at the *right time*
for the *right issues*



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Work/Life solutions



Family Support

Let us help you find solutions that suit your family's needs.



Financial Support

We have tools and resources to help you plan for a bright financial future.



Legal Support

Have legal questions? We provide expert, confidential information about how the law applies to specific situations.



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Work/Life solutions



Nutrition Support

We can help you maintain a well-balanced diet so you can achieve your goals.



Naturopathic Services

Take a natural and holistic approach to the maintenance of good health.



Health Coaching

We can help you make the changes needed to be well and stay well.



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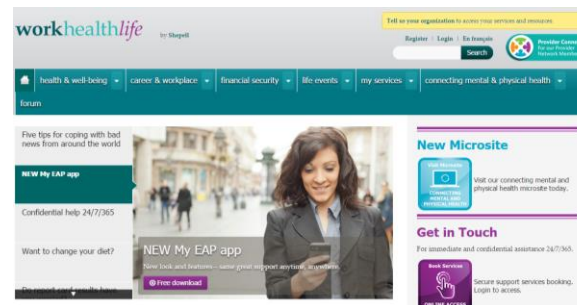
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How to access

My EAP mobile app



workhealthlife.com



Care Access centres



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Health benefit overview

Plan covers:

- Prescription drugs – pay direct drug card
- Audio, medical items, and services such as footwear, eye exams, professional services (paramedicals), vision & accidental dental

Deductible and co-pay = NIL

Overall maximum = NIL



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Paramedical services overview

Plan covers:

- Chiropractor
- Chiropodist or podiatrist
- Registered massage therapist
- Naturopath
- Osteopath
- Physiotherapist
- Psychologist / Master of social work
- Psychiatrist
- Speech therapist



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Dental benefit overview

Plan covers:

- **Basic** services: Diagnostic & preventive such as: oral exams, emergency exams, x-rays, cleaning of teeth, fluoride, OHI, sealants
- **Comprehensive** basic services: Denture services (repairs/adjustments), oral surgery, endodontics & periodontial treatment
- **Major** services: Crowns, bridges, full dentures

Deductible and co-pay = NIL

Overall maximum = NIL

Current ODA fee guide for general or specialist practitioners



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The screenshot shows the GSC member online services portal. The header includes the GSC logo and navigation links for Corporate Site, Support, Legal, Privacy, Security, and Français. A left-hand navigation menu lists various services, with 'HOME' highlighted. The main content area displays a welcome message and a list of service options, each with a right-pointing arrow icon. A disclaimer at the bottom states that the plan does not allow for direct payments to plan members.

gsc
green shield canada

Corporate Site Support Legal Privacy Security Français

HOME

MY PROFILE

MY BENEFITS ▶

MY CLAIMS ▶

MY SPENDING ACCOUNTS ▶

PLAN MEMBER SUMMARY

DIRECT DEPOSIT

WHAT'S NEW? ▶

CONTACT US

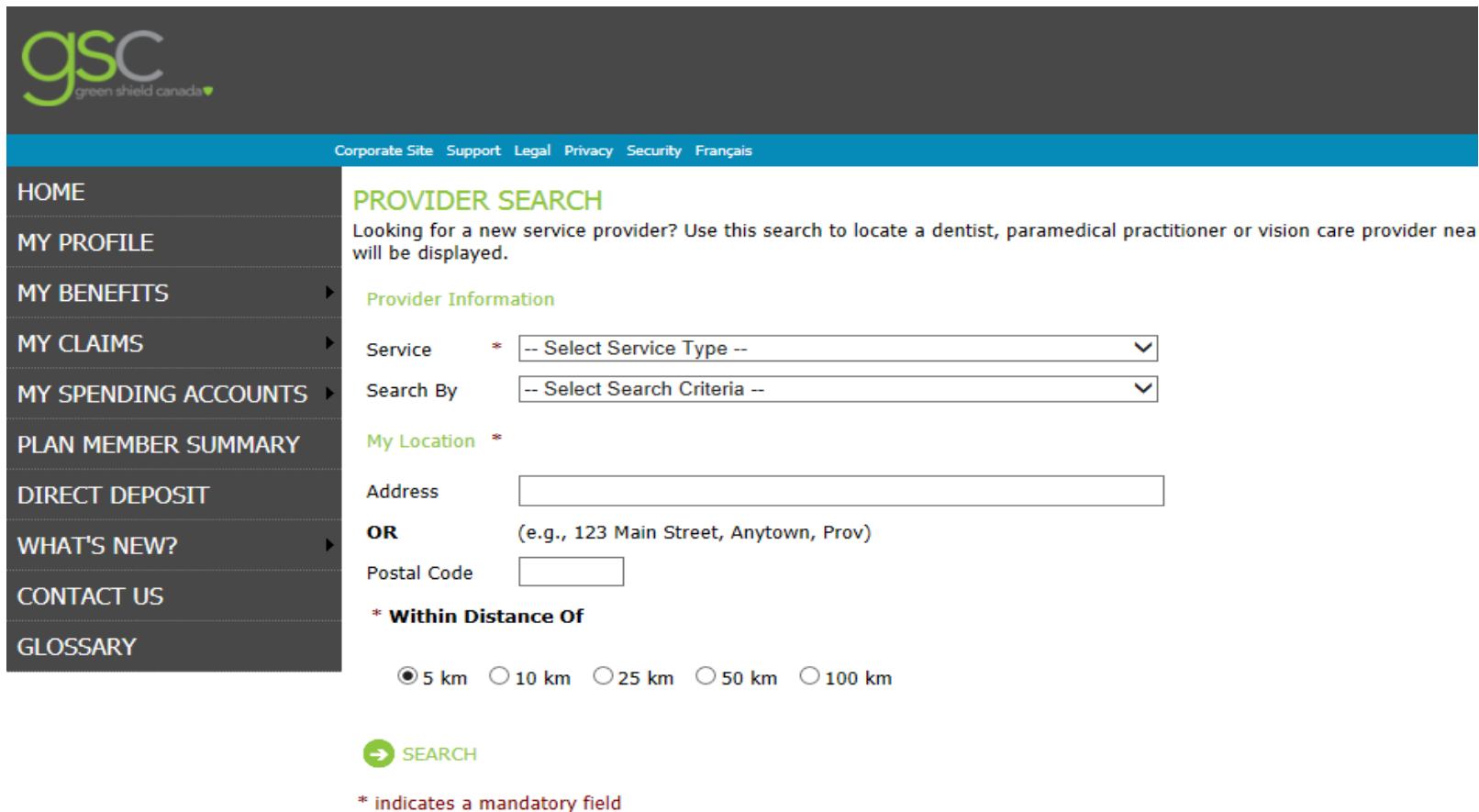
GLOSSARY

WELCOME TO PLAN MEMBER ONLINE SERVICES

- SUBMIT A CLAIM
- SIGN UP FOR DIRECT DEPOSIT
- PRINT YOUR ID CARD
- FIND A PROVIDER
- IS MY DRUG COVERED?

*Plan does not allow for payments to be made directly to plan members.

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gsc
green shield canada

Corporate Site Support Legal Privacy Security Français

- HOME
- MY PROFILE
- MY BENEFITS ▶
- MY CLAIMS ▶
- MY SPENDING ACCOUNTS ▶
- PLAN MEMBER SUMMARY
- DIRECT DEPOSIT
- WHAT'S NEW? ▶
- CONTACT US
- GLOSSARY

PROVIDER SEARCH

Looking for a new service provider? Use this search to locate a dentist, paramedical practitioner or vision care provider near you.

Provider Information

Service *

Search By

My Location *

Address

OR (e.g., 123 Main Street, Anytown, Prov)

Postal Code

*** Within Distance Of**

5 km 10 km 25 km 50 km 100 km

[→ SEARCH](#)

* indicates a mandatory field

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HOME

MY PROFILE

MY BENEFITS

MY CLAIMS

MY SPENDING ACCOUNTS

PLAN MEMBER SUMMARY

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WHAT'S NEW?

CONTACT US

GLOSSARY

PROVIDER INFORMATION - SEARCH RESULTS

You Searched:

Provider city: London
Service Type: Chiropractic
25 km from your chosen location
N6A 5R8 - Showing the closest results

Display: 5 Providers

[DR P CATANIA](#)

320 DUNDAS ST/UNIT 6
LONDON, ON, N6B3R8
(519) 679-4313

[DR C HARDICK](#)

HARDICK CHIROPRACTIC CENTRE
LONDON, ON, N6B1X2
(519) 673-1132

[DR B J HARDICK](#)

HARDICK CHIROPRACTIC CENTRE
LONDON, ON, N6B1X2
(519) 673-1132

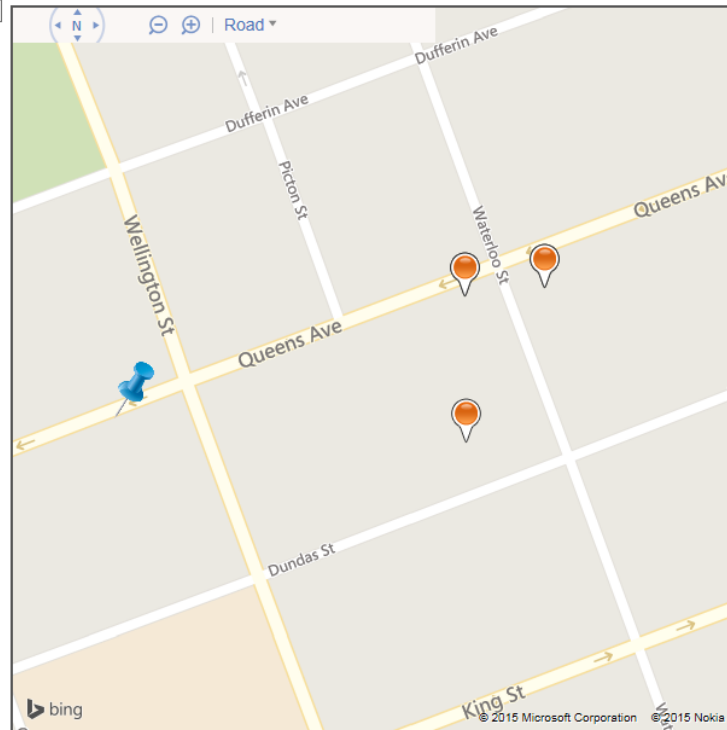
[DR P J DESHANE](#)

HEALTH QUEST CENTRE
LONDON, ON, N6B2P2
(519) 667-4999

[DR J T BEAMISH](#)

HEALTH QUEST
LONDON, ON, N6B2P2
(519) 667-4999

1 2 3 4 5 6 7 8 9 10 next>



Aftercare Benefits Initiative (ABI): Everything you need to know

Français



[Home](#) [Provider Registry](#) [Secure Services](#) [What You Need](#) [About Us](#) [Contact Us](#)

Welcome to providerConnect™!

providerConnect™ is a web portal for all health service providers claiming with participating carriers. As a pharmacy, extended health or dental provider, this portal gives you access to

- The Provider Registry
- Carrier specific forms and information
- Online dental x-ray submission
- Secure Services with participating carriers

This web platform is a technology solution that will help you better manage your health care practice - and your relationships with health and dental carriers.

[Participating Carriers](#)



Using All of the Benefits of providerConnect™ is as Easy as 1, 2, 3!

1. [Apply for membership in the Provider Registry](#)
2. [Register for providerConnect™ Secure Services](#)
3. [Activate and begin using your Secure Services account](#)

Benefits of Belonging to the Provider Registry

The Provider Registry allows all authorized health service providers to bill the providerConnect™ participating carriers directly, as well as register for Secure Services. If you are already submitting claims to one of the providerConnect™ participating carriers, then you are already a member of the Provider Registry.

Secure Services

As a member of the Provider Registry you can take advantage of our Secure Services including:

- Online instant eligibility checks for your patients
- Submission and immediate adjudication of your patient claims
- Access your carrier statements
- Direct deposit setup
- Management of your membership information

Want to make things easier? Sign up for Secure Services

Convenience - View claim information, statements and payments, and get your money back faster with direct deposit.

Instant adjudication - Submit physiotherapy, massage therapy, chiropractic, vision services and some medical item claims online for point-of-sale adjudication.

Benefit eligibility checks - Instant confirmation of coverage for the above benefits.

Happy patients - Making their lives easier will make them loyal to you.

All you need is your provider number to register...it's pretty easy. And your patients will thank you!

[Sign In](#)

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Your role

1. Verify the status of former Crown wards.
2. Assist youth with the application process.
3. Educate youth early on about the program to ensure seamless enrolment.
4. Help youth find providers in their area.
5. Advocate to providers in your community.
6. Distribute outreach materials.
7. Connect with community partners to promote program.

Have we missed anything?



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Who to contact

- **OACAS ABI team:** 1-800-718-1797 x 2133, abi@oacas.org or oacas.org/abi
 - to add or verify a youth; to update youth contact information; to add a dependent; to get more outreach materials or program information
- **Green Shield Canada:** 1-888-711-1119 or greenshield.ca
 - for claims or coverage information; to request a replacement card; to find a provider
- **Shepell:** 1-800-387-4765 or workhealthlife.com
 - to access counselling and life skills supports



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Q & A

Submit your questions, if you haven't already!



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Thank you!

OACAS ABI team

1-800-718-1797 x 2133

abi@oacas.org

oacas.org/abi



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