



FUNDS ADMINISTRATIVE SERVICE INC.
Health and Pension Benefit Administrators

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The following outlines FAS' action plan if the current Canada Post labour dispute actually results in mail disruption. We will continue to issue and receive mail as normal until there is actually a strike or a lockout. If the dispute does not actually result in a strike or lockout, this action plan will not be put in place at all.

A copy of this communication is posted on the FAS website. Please feel free to share with your membership as well.

SUBMITTING CLAIMS

FAS will accept claims via email or by fax for the duration of any mail disruption. Submissions must include the fully completed claim form as well as the invoice or receipt. For dental pre-determinations, FAS will accept these by email provided the x-rays submitted electronically are legible.

CLAIMS PAYMENTS

Members who have enrolled in Electronic Funds Transfer will continue to receive their payments by EFT. The Explanation of Benefit Statement will be mailed once the dispute is resolved. Alternatively you can access your EOB Statement online by using your username and password. For members who still receive payment by cheque, cheques will be held at our office. For Edmonton Members you can pick up your cheque once you've made arrangements with a call centre agent. You will be asked to show one piece of picture identification at time of pick up. You could have the cheque couriered to you at your own expense. To ensure timely payment of your claims you can still enroll in EFT by completing the form found on the FAS website and returning by fax/email with a void cheque. Cheques will be available for pick up between 8:00 and 4:30 p.m. Monday through Friday.

PRESCRIPTION DRUG CARDS

By calling or emailing FAS, we can provide you with your prescription drug card certificate number. This number is to be only used when filling a prescription.

SELF-PAYMENTS

Until a self-payment is received, we cannot activate prescription drug coverage. Members will need to make arrangements to have payments made by EFT or find an alternate way to submit their self-payment. The Pre-Authorized Debit forms can be found on the FAS website.

REGISTRATION FORMS/UPDATES

FAS will accept faxed or emailed Registration Forms for the duration of the disruption provided the form is completed in full and signed/dated by the Member.

QUESTIONS/INQUIRIES

Please contact the FAS Call Centre at 1-800-770-2998 if you have any questions with respect to the status of claims, your eligibility or coverage levels. Our Call Centre hours are Monday through Friday 7:00 a.m. to 5:00 p.m. MDT. You can also contact us by email at info@fasadmin.com.