

Annual Report

A message from the Trustees

On behalf of the Board of Trustees, welcome to your first ONE-T Annual Report. This report provides an update on the financial status of the CAEAS-ECAB benefits plans under ONE-T as of December 31, 2018, as well as major developments over the course of the last year.

As you know, 2018 was a year of major change, as we transitioned from 72 different benefits plans at the Board level to a single Trust for providing health benefits to non-union employees. The Ontario Non-Union Education Trust (ONE-T) was created to provide life, critical illness (for CAEAS-ECAB members), accident, health and dental coverage to approximately 16,000 members – including actives, members on leave and retirees – from two main groups:

- 1. Management and non-union staff**, organized under the legal entity of CAEAS-ECAB; and
- 2. Principals/Vice-Principals**, including members of ADFO, CPCO and OPC.

While both groups are covered under ONE-T, their benefits plans remain independent and financially separate.

The Trust Agreement was signed on March 8, 2018, formalizing ONE-T and allowing the Trustees to start work. The two CAEAS-ECAB benefits plans – for active members and for retirees, respectively – launched in June 2018.

Activities in 2018 and into 2019 revolved around developing the framework to support the Trust, including formalizing its governance policies and practices. The Board created several committees to manage specific tasks (see page 3 for details) and also engaged a General Manager to handle the Trust's day-to-day operations.

The CAEAS-ECAB benefits plan for active members performed well over the past year, and modelling suggests it will remain financially healthy for the near term. As a result, you can expect some improvements to your plan in January 2020 – more details to come!

Our goal is simple: to offer a comprehensive benefits package that supports your health and well-being, within the available funding, and we're committed to that goal for the long term.

Sincerely,



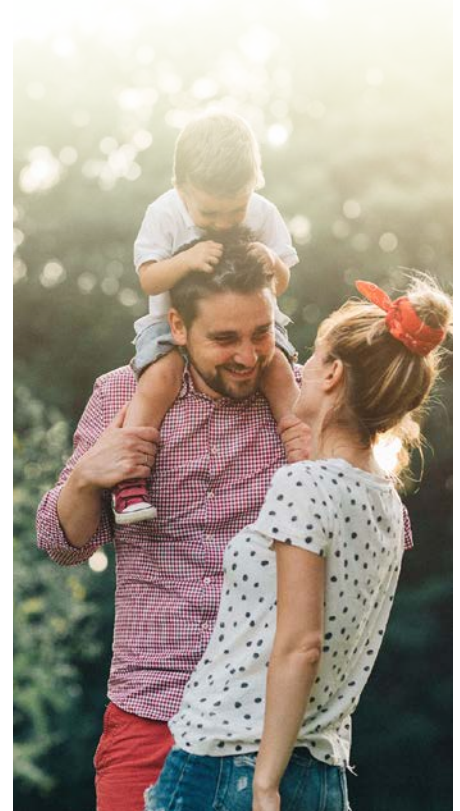
Sue Wurtele
Chair, ONE-T Board of Trustees

Why you should read this report

Understanding your plan and your role as a member helps you get the most from your benefits! Your Annual Report is a great resource to help you:

- Stay informed on how your plan is doing;
- Learn more about your benefits; and
- Find out about important developments with ONE-T.

For more information on your benefits, visit the ONE-T website: www.one-t.ca



Year in review

2018 was an eventful year, as the signing of the Trust Agreement and the various participation agreements brought ONE-T to life. The transition to ONE-T occurred in two phases, with the P/VP plans launching on April 1, 2018 and CAEAS-ECAB plans on June 1, 2018.

The move to ONE-T also meant a significant change in how our benefits are funded. In the new model, the government provides a set amount of funding per full-time equivalent (FTE) employee, which is used to provide your benefits.

Through a thorough due diligence and request for proposal process, ONE-T selected these providers:

- Cowan – plan administrator;
- Great-West Life – insurer for life insurance, critical illness, health and dental;
- Eckler – actuary and benefits consultant;
- Chubb – insurer for accidental death and dismemberment (AD&D); and
- Cubic Health – through the FACET program, Cubic Health’s team of clinical pharmacists provide Prior Authorization for specialty drugs used to treat complex diseases.

Knowing how important it was to keep you engaged and informed, the Trustees invested significant efforts into member communications – including launching the ONE-T website (www.one-t.ca), and providing webinars in both French and English to introduce the Trust and the benefits plans to each member group. Ongoing member communications included a special series to educate CAEAS-ECAB members on the drug plan approaches used to help ensure your plan’s sustainability. Additionally, a member claims appeal review process and policy has been established, which you can find at www.one-t.ca.

Overall, ONE-T provides benefits to approximately **8,000 CAEAS-ECAB members**. The Trustees are responsible for overseeing the providers and hold them to high service standards, which are monitored and tracked quarterly.

Plan performance & financial highlights

The CAEAS-ECAB benefits plan for active members performed better than expected during its inaugural year. Preliminary financials over a projected 3-year period (to 2021) show the plan is financially sound.

The financial health of the CAEAS-ECAB plan has allowed the Trustees to improve certain benefits as of January 1, 2020. Details on what’s changing will follow this Fall.

According to the terms of the Trust Agreement, ONE-T must maintain a reserve, in case claims are higher than expected. However, the goal is to maintain a greater reserve than the bare minimum, and sustainable funding is critical to the plan’s long-term success. It’s important to know that the Trustees will continue to monitor the Trust’s financials on an ongoing basis, with a focus on sustainability, and may be required to adjust benefits up or down in the future, depending on plan performance.

Looking for more information?

We want to make sure you have all the info you need to understand your benefits under ONE-T.

Start by visiting the ONE-T website at www.one-t.ca, where you’ll find our ongoing member updates, FAQs, plan guide and other useful resources.

- For claims-related questions, please contact Great-West Life: 1-866-800-8086 or visit [GroupNet for Plan Members](#)
- For enrollment and eligibility questions, please contact Cowan: 1-888-330-4010 or one-t@cowangroup.ca
- For questions on ONE-T operations, please contact Corina Feiger, General Manager, info@one-t.ca

Plan governance

ONE-T is managed by a Board of Trustees with representatives from both the government and our collective membership:

- 4 appointed by the Employer and the Crown; and
- 5 appointed by the P/VPs and CAEAS-ECAB (two by CAEAS-ECAB, two by the P/VPs and a jointly selected Chair).

The Trustees are responsible for effectively managing ONE-T, including making a broad range of administrative and investment decisions, and have a fiduciary obligation to manage the Trust in the best interest of all members. To support the Board in its role of oversight of the Trust, three committees were established:

1. Benefits and Communication Committee (which also serves as the Appeals Committee);
2. Governance Committee; and
3. Audit, Finance and Investment Committee.

The Trustees also engage various experts – including an auditor, lawyer, benefits consultant, insurer(s), investment manager, actuary and third-party administrator – to ensure the plan is properly managed.

Your ONE-T Trustees

- Dr. Sue Wurtele (Trustee Chair)
- Faye Drennan
- Zev Frishman
- Kelly Kempel
- John Lewis
- Michel Paulin
- Robin Pilkey
- James (Jim) Sinclair
- Lee Watchorn

Please visit the ONE-T website at www.one-t.ca for their bios.

Provider statistics (CAEAS-ECAB and P/VPs)

Cowan statistics for ONE-T

(From Trust launch to March 31, 2019)



30,807

Calls to Cowan Call Centre



10,447

Member emails received



11,000

Beneficiary designations received and processed

Great-West Life statistics for ONE-T

(From Trust launch to March 31, 2019)



50,000+

Calls to Great-West Life Call Centre



5,000+

Member emails received



Over 80%

Calls answered within 90 seconds



269,882

Claims made by CAEAS-ECAB members

A FINAL WORD

This document has been prepared exclusively for non-unionized education workers in the province of Ontario who are members of the CAEAS-ECAB benefits plan for active members. It is not intended to be comprehensive or to provide advice. If there are any differences between the information provided in this bulletin and any legal documents that govern the delivery of benefits, the legal documents will apply. The ONE-T Trustees have sole discretion to modify any or all plan terms, including benefits levels, eligibility conditions, premium share, limits and co-pay amounts.