



ONA Base Plan Critical Illness – Guide to Filing a Claim

As a member of the Ontario Nurses' Association (ONA), you may be eligible for a lump sum benefit payment of \$3,750 for part-time/casual members or \$7,500 for full-time members if you are diagnosed with any of the following covered illnesses:

- Heart Attack
- Benign Brain Tumour
- Life Threatening Cancer
- Stroke
- Coronary Artery Bypass Surgery
- Aortic Surgery
- Occupational Hepatitis C
- Occupational HIV
- Major Organ Failure on waiting list
- Major Organ Transplant

The following steps provide the guidelines required to file a critical illness claim under the ONA Benefit Program. All information will be treated as confidential. Please call the Johnson Inc. Claims Department at the following toll-free number: 1-877-709-5855.

Step 1

Member must contact the Johnson Inc. Claims Department at the above toll-free number to advise of the diagnosis.

Step 2

Johnson Inc. Claims Department will take all the necessary information from you and forward it to the insurer, Manulife.

Step 3

The applicable claim forms will be sent to you via email from Manulife.

Step 3

All forms must be completed in their entirety and returned to Manulife.

Step 4

Your claim will be processed by Manulife and a letter will be sent to advise you of the outcome. If approved, you will also receive a cheque.

For further assistance, please contact Johnson Inc.:

Toll Free: 1-877-709-5855

E-mail: ona.claims@johnson.ca