

November 13th, 2025

OPG Physiotherapy Benefits Grievance

As RWC members who retired from OPG are aware, the PWU filed a policy grievance alleging that OPG had failed to reimburse PWU benefit plan members (including retirees, and qualified dependents) for physiotherapy benefits at the amounts agreed upon by the parties in the Memorandum of Settlement which was ratified by PWU members on November 20th, 2024.

The PWU and OPG have reached a settlement to the grievance.

OPG has agreed, effective January 1st, 2025, to reimburse PWU benefit plan members for physiotherapy benefits at the amounts set out in the Memorandum of Settlement.

Physiotherapy claims up to \$170 for an initial visit to a Physiotherapist, and up to \$114 for subsequent visits to a Physiotherapist, will be reimbursed.

Sun Life will be reviewing claims dating back to January 1st, 2025, in order to identify any members who were paid lesser amounts for physiotherapy claims. They will reimburse members for the difference between what they were paid and the above noted amounts.

Only members who experienced a loss (i.e., did not have the difference covered by Sun Life or another insurer through coordination of benefits and/or did not exceed the annual maximum for physiotherapy benefits under the Benefit Plan) will receive reimbursement.

Members will be required to cooperate with OPG/Sun Life to provide documentation as may be required to determine whether a loss was in fact experienced and the amount of such loss.

It is expected that such reimbursement will occur by March 31st, 2026, providing any required information is submitted by members on a timely basis.

RWC Members with questions about their particular claims should reach out to their respective RWC Vice President or send an email to rwc@pwu.ca

Rick Prudil

President
Retired Workers' Chapter