



Frequently Asked Questions

Thank you for your interest in UBC Cares, we are here for you! UBC Cares mission is to put the care back in healthcare by providing financial assistance to educators and their families covered by UBC medical plans. We look forward to the possibility of assisting you and your family!

We understand that there may be questions as you complete the application, please reference frequently asked questions below or reach out to our team anytime.

If you have any questions about our organization or the application process, contact us at UBCCares@ubc-benefits.com.

Q: If I apply for an amount less than the max of \$7,500, can I apply again?

YES – applicants can apply if they have not met the maximum for the year allowed. This could mean some applicants may apply multiple times, receiving funds multiple times. *All applications must meet the minimum of \$750 to be considered.*

Q: If I apply for the max amount of \$7,500, is there a possibility that the max amount may not be approved?

YES – The approved amount is dependent on the applicant's medical condition, current income status, and physician recommendation. By reviewing all data, the final amount will be approved. If the full amount requested for is not approved, you may request funds for other eligible services until you have met the \$7,500 annual maximum amount.

Q: If I am applying again after already submitting an initial application, do I need to submit a new documented and signed form?

YES – Applicants who will be applying again will need all documentation to be updated and signed accordingly.

Q: I am currently a member of the UBC Plan and Benefits; however, I was not at the time of a medical surgery or treatment, can I submit an application for the care received in that time?

NO – Applicants must receive care and treatment while under the UBC plan and benefits, ensuring they are eligible for UBC Cares funds.

Q: How long do applicants have to wait for approved funds to be delivered?

Funds will be delivered by the 15th of the following month in which the applicant applied in. See timeline below:

1st – 14th: Applications open for submission

15th – last day of month: Funding decisions made and communicated by the last day of the month

1st – 14th – In the following month, all funds for approved applicants will be delivered by the 15th

Q: What if I do not meet the criteria for UBC Cares, but have a medical situation that will or has been impacting me or my family?

You are always welcome to submit an application even in the event the criteria is missing, in those cases it is possible the funds will not be approved.

Q: What services are eligible for funding through UBC Cares?

To be eligible, applicants must meet the following criteria:



- Applicant must be a current member of plan with UBC Benefits (primary/dependent)
- Applicant has not met the annual financial assistance limit for the current plan year (max \$7,500)
- Services must meet the threshold minimum of \$750
- Services rendered must be in-network
- Services must be deemed medically necessary and covered by the health plan
- Services must be rendered in the current plan year

Q: What services are NOT eligible for funding?

The following restrictions apply to UBC Cares funding requests and either of the following will result in denied application:

- Not Eligible: Funding requests for services provided in a free-standing emergency room, unless deemed lifesaving or critically necessary
- Not Eligible: Requests for services rendered out of the plan year

Have additional questions, contact us:
UBCCares@ubc-benefits.com