

ONA WINS



SUMMARY OF ANOTHER SUCCESS AS YOUR UNION STRIVES TO IMPROVE YOUR WORKING CONDITIONS

Successful ONA appeal: ONA member receives retroactive and monthly payments

Workplace: Hospital

The Issue

Since June, 2015 an ONA member was absent from work due to a diagnosis of Meniere's Disease. The member was initially denied long-term disability benefits by the insurer because it noted that there was no evidence to support that the member's condition was a totally disabling condition. The insurer claimed that her condition was episodic and the member should be absent only occasionally.

How ONA helped

The ONA member worked with her bargaining unit representatives and ONA Labour Relations Officers, including our staff experts in long-term disability claims to appeal the decision. ONA staff thoroughly reviewed her file and found that the insurer's internal doctor agreed with ONA in that the member's condition was indeed compromising her ability to work and it was only severe attacks of symptoms that were episodic in nature. The insurer's claim specialist misinterpreted this important distinction.

The Results

The appeal was successful. The member received a retroactive payment of more than \$35,000 and monthly payments of more than \$5,000.

Significance

The member was open and involved with ONA about the appeal so a member's full engagement in the appeals process is optimal. In addition, special attention should be paid to all information gathered, including all medical reports and opinions from insurance carriers.

(Produced September 2016)