



## T4A Box 15: Canada Dental Care Plan Eligibility Confusion

Currently we are required by CRA to report on the T4A's that **our retirees and beneficiaries have "access" to a dental plan whether or not they choose to participate.** This is indicated in Box 15. Based on Canada Dental Care Plan, our members are **NOT** eligible for their plan.

A large number of retirees have indicated that they have been approved for the Canada Dental Care Plan. Our office has reached out to Service Canada seeking clarification; Service Canada has indicated that **our understanding of the eligibility is correct, our retirees are NOT eligible.**

Service Canada has explained they believe that when one of our retirees completes the attestation either online or on the phone with Service Canada, they are answering the questions incorrectly and indicating they do not have access to dental through their pension plan even though they do by the Canada Dental Plan rules. This then allows the individual to complete their application, and it is automatically approved.

Service Canada further explained that they have not done any eligibility reviews until recently; **an eligibility review process is underway and once applications are linked to the T4A's all members whose eligibility was previously approved will be corrected.** This review process will be ongoing.

**If you have any questions or concerns about the Canada Dental Plan and their policies, please contact Service Canada at 1-833-537-4342, or visit their website:**  
<https://www.canada.ca/en/services/benefits/dental/dental-care-plan/contact.html>

JB/sc



Telecommunication Workers Pension Plan  
#303 – 4603 Kingsway  
Burnaby, BC V5H 4M4



Email: [general@twplans.com](mailto:general@twplans.com)  
Website: <https://www.twplans.com/>



Telephone: 604-430-1317  
Toll free: 1-877-430-3302  
Fax: 604-430-5395