

## Benefits Provider Update

### Teaser:

Learn more about the benefits provider transition happening on April 1.

### Article:

A lot of questions and comments came in with the benefits provider transition [announcement in January](#). These continue to be addressed in the [Frequently Asked Questions](#) section of MyHR, so be sure to check back regularly. Meanwhile, please have a look at some of the recent updates below.

You now have direct access to the Great-West Life (GWL) welcome [website](#) to give you more information about the services available once the transition is complete on April 1. As well, GWL's contact centre will be open on Saturday, April 1 from 9 a.m. to 5 p.m. to support employees on the first day of transition.

You can also expect to see your new identification cards arriving in the mail around the end of March. To ensure you receive these, make sure your mailing address is up-to-date in your [Employee Self Service](#) Personal Information Summary.

Remember, your benefit plans, coverage and deductibles are not changing. There are however, some administrative details that come with a new carrier. These are outlined as follows.

### Claiming deadlines

**For claims with a date of service up to and including March 31, 2017**, submit to Pacific Blue Cross **no later than June 30, 2017**. Please see [MyHR](#) for instructions on [how to submit your claims](#).

**For claims with a date of service of April 1, 2017 or later**, you will submit to Great-West Life. GWL provides an online claim submission for employees through their website. Direct claim submission for service providers such as dentists, pharmacies, chiropractors, physiotherapists, optometrists, opticians, massage, acupuncture and naturopaths is also available. Great-West Life has a claiming deadline for all health and dental services of **15 months from the date of service**. As always, the recommendation is to submit your claims immediately after you receive a service.

### Optional travel medical insurance

Our group extended health plan provides some coverage for travel medical insurance, including both personal and business travel. Please review your travel insurance carefully before travelling and read the information in your [benefits guide](#) to determine your needs. [Optional individual travel medical coverage](#) through GWL will be available as of March 1 and can be purchased through GWL's special travel [website](#) (note: this website will not be available until March 1).

The travel medical insurance is first payor to your group plan with Great-West Life, and you'll save 10 per cent through the website. However, if you have other similar coverage – such as a credit card plan or

another group or individual insurance plan – claims will be coordinated within the guidelines for out-of-province/country coverage issued by the Canadian Life and Health Insurance Association.

To apply, you will need your GWL group policy number (50088) and your identification number. Your identification number with GWL is the same identification number on your current Pacific Blue Cross identification card.

Please continue to check the Frequently Asked Questions for updates, and direct your questions to MyHR.

**Tags:**

Flex benefits, bargaining unit benefits, extended health, dental