

Date: February 27, 2024

To: SCHOOL DISTRICT BENEFITS ADMINISTRATORS, FINANCE & HR STAFF, AND LOCAL SUPPORT STAFF UNIONS

From: TRUSTEES OF THE PUBLIC EDUCATION BENEFITS TRUST FUND

Re: **BENEFITS ADMINISTRATION CHANGE – FEBRUARY 2024 UPDATE 4**

What is happening

As previously reported, we are transitioning our benefits administration services from TELUS Health (formerly LifeWorks) to Pacific Blue Cross (PBC), and work is progressing on schedule for a targeted spring launch. Once complete, district benefits administrators will make updates directly to PBC’s system for **all benefits** within this same system, even those that PBC does not insure (e.g., accident and disability). This will be more consistent with how you administer other employee groups.

Progress Update

Since our last update in January, we have made significant progress in the following areas:

- Most districts have confirmed eligibility and plan details, and PBC has started configuring their system with this information.
- We completed preliminary data reconciliation.
- Phase 2 data reconciliation will begin this week.
- Given some unanticipated challenges and lower level of engagement with some of the key HRIS vendors, the progress of making PBC’s Blue Automate available has been slower. As such, this feature will not be available at the start of the transition. We will host an information session after the May 1st transition to determine an approach and timeline for this functionality.

We continue to meet with PBC weekly to ensure the project plan is running smoothly.

Immediate Next Steps for Districts

These activities are essential steps to keeping the project on track. The success of this new system will depend on the school districts and PEBT working together. To assist you in planning your time, here is a list of activities requiring your support during the project.

Activity	Details
Data Reconciliation Phase 2	Timing: Late February 2024 – Early March 2024 PBC has run another comparison to determine if there are any further discrepancies to clean up before the system transition. This reconciliation will be more detailed and include comparing coverage levels and birth dates.

	<p>An email will be sent to districts this week with instructions for reviewing the data results and providing comments. There will be approximately two weeks for this process to ensure the project stays on track.</p>
<p>April Invoice and Payment Deadline</p>	<p>Timing: March 2024 – April 2024</p> <p>As the transition to the new administration system is targeted for May 1st, the last invoice to finalize and pay in the TELUS Health administration system is April 2024. Once your April invoice is finalized, do not input any further changes into the current administration system, as a May invoice will not be produced in that system. Please save all updates and changes for after the transition to the PBC administration system.</p> <p>If you do not need the April invoice and payroll file for employee deductions, we recommend keeping the April billing period open until April 9, 2024, the last day prior to the change freeze period (see below).</p> <p>Please pay all outstanding invoices as billed, including April 2024, by April 30th to ensure a smooth transition.</p>
<p>District Benefits Administrator Survey</p>	<p>Timing: February 28th</p> <p>A short survey will be sent on February 28th to gauge awareness of this project and obtain areas of focus for a Frequently Asked Questions document to be distributed in early March. Please take five minutes to complete the survey.</p>
<p>Administration FAQ</p>	<p>Timing: Early March</p> <p>District benefits administrators may have questions regarding the logistics of the transition and what to expect during and after the move to the PBC system. Informed by the information collected in the survey, we will distribute a Frequently Asked Questions document in early March to answer these questions.</p>
<p>PBC ADMINnet Training</p>	<p>Timing: The week of April 15th</p> <p>PBC will provide a system demo and answer questions on administration processes for all district benefits administrators the week of April 15th. Multiple online session dates will be offered for administrators to choose from based on their level of familiarity with ADMINnet.</p> <p>An email advising how to register for these sessions will be sent in the coming weeks.</p> <p>PBC will also have staff available to support you outside of these sessions.</p>

<p>Change Freeze Period</p>	<p>Timing: April 10th – May 1st</p> <p>As is best practice in a transition of this nature, a change-freeze period where you cannot make changes in the current system will occur from April 10th – May 1st. This will assist in a smooth transition and reduce the risk of data discrepancies.</p> <p>All changes will need to be held until the PBC administration is available on May 1st.</p>
<p>Transition May 1st</p>	<p>Timing: May 1st</p> <p>After the change-freeze period PBC administration system will be available to district benefits administrators. We will provide instructions on how to correct discrepancies in April.</p>

We want to thank the district benefits administrators for their continued patience in working within the current administration model while participating in the steps required to transition to the new system. The success of this new system will depend on the school districts and PEBT working together, and we are committed to communicating with you every step of the way. If you have questions please reach out to Lori Lofthaug at llofthaug.pebt@cupe.ca.