

Date: July 26, 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 – JULY 2024 UPDATE 6**

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### What is happening

The transition of our benefits administration services from TELUS Health (formerly LifeWorks) to Pacific Blue Cross (PBC) launched May 1, 2024. District benefits administrators are now making 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).

### Progress Update

Since our last update in April, progress has been made in the following areas:

- Districts have received invoices for May, June, July and August.
- Administrators have been reviewing the invoices and employee data within the ADMINnet system and advising PBC and PEBT where configuration or data issues are occurring.
- PBC is working through the identified issues and inquiries received.
- PEBT hosted another Q&A session for district benefits administrators on June 6<sup>th</sup> to ask questions about the transition and the new administration system. A Q&A document providing responses to all questions asked during the session was created and distributed to district benefits administrators.
- Our new, refreshed website has been created and is now available. The website features an enhanced search function, improved organization of content, easy access to the forms and documents you need, translation options, and the site is up to date on current accessibility standards. We welcome you to visit our refreshed site at [www.pebt.ca](http://www.pebt.ca).

We continue to meet with PBC weekly to discuss transition issues to ensure your inquiries are addressed as soon as possible.

### District Administrator Survey

Thank you to all district benefits administrators who took the time to respond to our recent post-implementation survey. This provided valuable feedback about what is working well, where improvements can be made and where more education is required.

The four main themes identified from the survey include:

- The vast majority of administrators are optimistic about the shift to the new PBC administration system and know where to look or who to ask if they need assistance with the new system.
- District benefits administrators would like to see more automation built into the PBC administration system to increase efficiencies.
- Questions about the timeliness of responses from PBC due to the backlog of inquiries after the transition.
- Requests for administration reference documents to be consolidated into one guide for easier use.

### Next Steps

The survey identified areas we can focus on with PBC to support district administrators. This includes implementing an action plan to clear the backlog of inquiries created from the initial transition and exploring system functionality upgrades to make administration processes more efficient. We will provide an update on our progress in September in these areas.

We've created a consolidated document that incorporates all reference guides and FAQs previously provided, which will be sent to district benefits administrators shortly.

We want to thank the district benefits administrators for their engagement and participation during the transition to the new system and their diligence reviewing the configuration and data to identify any issues for resolution. 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 [lori.lofthaug@pebt.ca](mailto:lori.lofthaug@pebt.ca).