

Date: AUGUST 30, 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 – AUGUST 2024 UPDATE 7**

What is happening

The transition of our benefits administration services from TELUS Health (formerly LifeWorks) to Pacific Blue Cross (PBC) launched on May 1, 2024. District benefits administrators are now making direct updates 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 July, we have made progress in the following areas:

- PBC continues to work through the identified issues and inquiries received. PBC estimates the current backlog is made up of requests to update or correct coverage for 3,400 employees and/or dependents. We have worked with PBC to establish an action plan to address this backlog of inquiries and requests. This includes:
 - PBC staff working overtime on weekends to get through the backlog.
 - PBC is proactively contacting district administrators for additional training opportunities for tasks administrators can complete within the PBC system without intervention.
 - PBC is recruiting a temporary 12-month contract position in their Member Administration to support you on PEBT support staff benefits. This additional resource will be used until more automation can be built into the administration system.
 - Prioritizing system configuration issues impacting multiple districts (e.g. Other LTD premium calculations and optional life and AD&D volume set up for invoicing).
 - Exploring system functionality upgrades to make administration processes more efficient to replace manual processes currently in place.
 - PEBT meeting with PBC every week to discuss transition issues to ensure they address your inquiries as soon as possible.
- A consolidated administration reference guide was emailed to district benefits administrators on July 26th.

Next Steps

We will continue working closely with PBC to get service levels within regular turnaround times and update you on the progress.

We want to thank the district benefits administrators for their engagement and diligence in reviewing the configuration and data to identify any issues that need 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.