

Date: April 29, 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 – APRIL 2024 UPDATE 5**

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### What is happening

As previously reported, we are transitioning our benefits administration services from TELUS Health (formerly LifeWorks) to Pacific Blue Cross (PBC) with a launch date of May 1, 2024. 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 February, we have made significant progress in the following areas:

- Phase 2 data reconciliation was completed.
- Three demo sessions were hosted by PBC to show district benefits administrators the ADMINnet site and outline PEBT-specific administration processes. A copy of the presentation and support documentation for using ADMINnet will be provided to all district benefits administrators before May 1<sup>st</sup>.
- PEBT hosted a Q&A session for district benefits administrators to ask questions about the transition and the new administration system. A Q&A document providing responses to all questions asked during this session will be provided to all district benefits administrators.
- PBC is finalizing the configuration for their administration system for all PEBT benefits and transferring the benefit and employee data provided by TELUS Health into the PBC system.
- A new, refreshed website has been created and will be launched in conjunction with the transition of administration services. Watch for an announcement coming soon.

We meet with PBC weekly to ensure the project plan runs 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
<b>April Invoice and Payment Deadline</b>	<p>Timing: April 2024</p> <p>As the transition to the new administration system is May 1<sup>st</sup>, the last invoice to finalize and pay in the TELUS Health administration system is April 2024.</p> <p><b>Once your April invoice is finalized, please pay all outstanding invoices as billed as soon as possible to ensure a smooth transition.</b></p> <p>Any updates held during the change freeze period can be entered into the PBC administration system starting May 1<sup>st</sup>.</p>
<b>Download Data Extract Reports from TELUS Health</b>	<p>Timing: Late April/Early May</p> <p>Download the data extract reports available on the TELUS Health system to keep a record of historical enrolment data. These include the following reports:</p> <ul style="list-style-type: none"> <li>▪ Member/Benefit/Cost Extract</li> <li>▪ Member Extract</li> <li>▪ Benefit Extract</li> <li>▪ Dependent Extract</li> <li>▪ Benefit Change Report</li> </ul> <p>If you require assistance obtaining this report, please submit an Ariel Vu ticket so TELUS Health can help you.</p>
<b>Transition May 1st</b>	<p>Timing: May 1<sup>st</sup></p> <p>After the change-freeze period, the PBC administration system will be available to district benefits administrators.</p> <p><b>District benefits administrators will receive further support documents for using ADMINnet, as noted in the demo sessions held in April.</b></p>
<b>Review First Invoice from PBC</b>	<p>Timing: Early May</p> <p>May 2024 invoices will be available through PBC's ADMINnet on May 2nd. When they are available, an email will be sent to each District's primary billing contact/plan administrator.</p> <p>Please review your invoice to ensure rates and coverage levels are correct and all employees receive the appropriate benefits. If you encounter any issues, please report them to PBC at <a href="mailto:enrollment@pac.bluecross.ca">enrollment@pac.bluecross.ca</a>.</p> <p>Pay as billed via EFT. The PEBT's banking details have remained unchanged and payments will be made to the same account as before the transition.</p>

<b>Download the Enrollment Statement from PBC's ADMINnet</b>	<p>Timing: Early May</p> <p>Download the enrollment statement from PBC's ADMINnet Reports to ensure all employee and dependent data is correct. For any updates you are unable to make through ADMINnet, email PBC at <a href="mailto:enrollment@pac.bluecross.ca">enrollment@pac.bluecross.ca</a>.</p>
<b>District Benefits Administrator Survey</b>	<p>Timing: Late May</p> <p>A short survey will be sent in late May to gauge awareness and engagement with the project after the transition. The focus will be on determining how best to support district benefits administrators through the initial stage of using the new administration system.</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](mailto:llofthaug.pebt@cupe.ca).