



To our valued clients,

As you are no doubt aware, COVID-19 has begun to disrupt Canadian business and social routines. The situation remains fluid, and can change almost daily. We want you to be well informed about how this situation can impact your employee benefits plans, and the steps that GroupHEALTH is taking to continue to provide service to clients and plan members.

An updated summary of how COVID-19 can impact your benefits plan, and GroupHEALTH's preparations, can be found [here](#).



### Travel Coverage

On March 14, 2020, [the Government of Canada issued a "Level 3" travel advisory](#), recommending against all non-essential international travel to any destination. This advisory has an impact on your out-of-country travel coverage. We strongly recommend that you alert your plan members to this change, as it should be factored into international travel plans.

Per the travel advisory, the Government of Canada suggests that all Canadians already out-of-country consider returning to Canada, especially as commercial transport options become more scarce.

As usual, please refer to your benefits handbook for specific details of your coverage.



### Paper Free Services

To accommodate remote work arrangements for our team members in response to public health authority recommendations, effective immediately GroupHEALTH will be implementing the following Paper Free services:

- We will no longer be mailing paper bills to clients. Bills are available to all clients via WEBS. [Read more about Paper Free billing here](#).
- For any plan changes that result in updated Benefits Cards for your Plan Members, we will be emailing PDF copies to you to distribute.

We also encourage you to take this time to set up Pre-Authorized Debit (PAD) remittance, if you have not already done so. Reach out to your GroupHEALTH representative if you have any questions on setting up the above Paper Free services.



## Communicating to your Plan Members

GroupHEALTH will be communicating directly to those plan members for whom we have email addresses on file, to relay information about Paper Free claims submission and payment. Plan members will be encouraged to use digital services to ensure quick claims processing.

Plan Administrators should also direct plan members to the [COVID-19 web page](#) for up-to-date information.



## GroupHEALTH Is Ready To Support You Through COVID-19

In order to ensure continued service, and in light of provincial public health authority's "social distancing" recommendations, GroupHEALTH team members are now working remotely.

While we expect service impacts to be minimal, clients and plan members may experience slight delays as we adjust our processes during these unusual circumstances. Plan Administrators are encouraged to email questions or concerns to their regular contacts at GroupHEALTH for continued service.

An updated summary of how COVID-19 can impact your benefits plan, and GroupHEALTH's preparations, can be found [here](#).



## Questions?

Please contact your GroupHEALTH Representative if you have any questions on this issue.

[www.grouphealth.ca](http://www.grouphealth.ca)

STAY CONNECTED

