

INFORMATION UPDATE:

The Corona virus (COVID-19) and your Group Benefits Coverage

Our earlier Information Update advised you of the impact of COVID-19 on your group benefits coverage at that time. The situation is evolving rapidly, and we will do our best to inform you of the latest developments.

Out of Country coverage

We continue to strongly encourage plan members to heed the Government of Canada's travel advisories. Plan members who travelled before advisories and are delayed in returning to Canada will continue to be covered under their group benefits plan. If the plan includes Travel Benefits Plus, additional expenses such as meals and accommodations will be considered.



Due to the unprecedented number of calls that our travel insurance partner is receiving, we ask that plan members refrain from calling them unless they are currently outside of Canada and need either:

- Emergency medical assistance; or
- Travel assistance

This allows insurers to focus on travelers who are outside of Canada and need assistance.

Refilling prescription drugs

Our prescription refill policy will remain unchanged. Our dynamic maintenance program allows *maintenance medications** to be filled within 14 days of the refill date and for a 100-day supply. This feature saves trips to the pharmacy and provides the assurance that plan members won't run out of medication.

* A maintenance medication is used to manage chronic conditions such as high blood pressure

Short Term Disability (STD)

We will consider STD benefits and waive the waiting period for a plan member **who meets all these requirements:**

- Has been diagnosed
- Has tested positive for COVID-19
- Is disabled

Our standard STD benefits and the contractual waiting period will apply for a plan member **who meets all these requirements:**

- Has symptoms
- Has not been tested for COVID-19
- Is disabled

A plan member who has been quarantined and is not disabled, does not qualify for STD benefits but may qualify for one of the new EI programs announced by the Government of Canada.

As the situation continues to evolve, our position may be impacted by government declarations and programming.

The health and safety of our plan members is very important to us!

Please review the latest [travel health notices](#) for information on affected locations.

We would like to reassure you that we have Business Continuity Plans in place. We are committed to maintaining strong levels of service to our clients in these challenging times.



Questions?

We will continue to monitor the developments and will provide updates as required. If you have any questions, please contact our Group Client Service Centre at 1-800-667-8164 Monday to Friday 8:00 a.m. to 8:00 p.m. EST.