

GroupLine

News and updates for advisors
and plan sponsors



CUSTOMER SERVICE **June 12, 2020**

20-22

June premium reductions

Note: This GroupLine has new information concerning the handling of coverage during the COVID-19 pandemic under standard Canada Life contracts. The pandemic situation is changing rapidly, and so is the information, but past GroupLines can still be referenced. Coverages vary, so check your contract for coverages applicable under your plan.

Health and dental premium reduction updates

In April and May we announced some premium reductions to help with current challenges. We're announcing some additional adjustments for June, which will appear on your July bill. These apply to non-refund dental, vision, and health care benefits.

- The dental premium adjustment for June will be 25% of premium.
- The health care and vision premium adjustment will be 5% of total health care premium (including drugs).
 - Total health care premium includes: non-pooled health care, pooled health care, drugs, vision, and travel assistance (GMA).

For non-refund self-accounting cases including third-party payer (TPP) and third-party admin (TPA) you can use the above to calculate the reduction and indicate clearly on your next premium remittance.

Provinces are opening up or have opened their economies in phases. This means some providers have or will resume their services, perhaps in a limited fashion, depending on the type of service and provincial guidelines. We'll monitor the situation to see how premium adjustments may apply in the future.

PlanDirect premium reductions

Individual health insurance plans like PlanDirect can help employees who've been laid off or in cases where the employee group benefits plan has discontinued. You can help those employees by directing them to your advisor or myinsuranceplan.ca to consider the option of individual health insurance.

We're offering financial support to PlanDirect individual health customers in the form of premium reduction adjustments. Last month, an adjustment for April appeared on the May 15 premium withdrawal. This month, an adjustment for May will appear on the June 15 premium withdrawal. The specific reduction for May is based on the specific plan design chosen by each customer and will range from 8% to 36%. The reductions will be applied automatically.

Contact us

Please don't hesitate to contact your advisor or Canada Life representative if you have any questions.

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