

January 5, 2024

**To: Benefit Administrators / Human Resource Personnel**

**From: Alana Shearer-Kleefeld**  
**Vice President, Employee Benefits**

**Re: Canada Life experiencing health and dental claims processing delay**  
**Employee Benefit Plans**

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Canada Life is currently experiencing a delay in claims processing. Plan members will notice that their health, dental, and health spending account claims may not be processed as fast as usual. 3sHealth is working with Canada Life to address the delay. Canada Life is processing claims in the order they are received.

3sHealth will provide more updates in the future as more information becomes available.

**Helpful tips for plan members:**

- Canada Life is also experiencing a high-volume of calls. To get the information you need quicker, you can find answers to many of your questions on both [Canada Life's website](#) and [3sHealth's website](#).
- To make the claims process smoother, make sure that you submit all the required information.
- Electronic claims are easier to process. Make sure to sign up for the redesigned My Canada Life at Work mobile app. Learn more [here](#).

If you have any questions about this bulletin, please call a 3sHealth Benefit Services Officer at 1.866.278.2301 or email [ebp@3sHealth.ca](mailto:ebp@3sHealth.ca).