

*July 5, 2016*

## **Mail service disruption on the horizon**

Today, we learned Canada Post has served lock out notice effective Friday, July 8<sup>th</sup>. While talks are continuing and news reports suggest there could be a resolution, 3sHealth is proactively planning for a disruption to traditional mail service.

### **3sHealth Employee Benefits**

3sHealth Employee Benefits will be using telephone, email, and fax to continue business as usual.

“During a mail service disruption, we will accept copies of documents needed to enroll employees in the benefit plans and to update their personal and employment information,” says Alana Shearer-Kleefeld, manager of Employee Benefits Administration. “However, once a mail disruption is over, we need our members to send us the original documents.”

3sHealth will courier envelopes of mail to each region twice weekly, and to other employers as needed. A courier service will also be used to ensure all life claim documentation and life insurance benefit payments are received by beneficiaries as quickly as possible. In addition, we will be offering drop off/pick-up service at our offices for plan members.

In a recent directive, 3sHealth also recommended to employers that they put a claim drop box on site for employees.

“We want to encourage employers to collect and bundle the items from the drop box and courier them to us. We will commit to hand deliver all claims to Great West Life’s offices in Regina,” she said.

### **3sHealth Disability Income**

3sHealth Disability Income department will also be using telephone, email, and fax to continue business as usual.

Those individuals currently receiving disability income payments in cheques form will be contacted directly to encourage use of direct deposit into their bank account to avoid any disruption or hardship. Where this is not possible, we will endeavor to courier cheques directly to claimants and offer pick-up service at our offices. For those individuals who have a P.O. Box and direct deposit is not an option, we will offer to courier their payment to their employer, where they can pick it up.

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“We’ll handle these unique situations on an individual basis and will discuss our approach with each person individually,” said Kerrie Moore, manager of the Disability Income Program.

“If anyone has correspondence or documentation for the Disability Income department that is of a confidential nature and cannot be submitted to us by fax or email, we recommend sending to us by courier for processing.”

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*If you have any questions, please contact the Disability Income department at 1.866.278.2301, by email at [disability@3shealth.ca](mailto:disability@3shealth.ca) or by fax at 306.347-5909.*

**Great West Life**

Great-West Life also offers a number of services to ensure plan members' claims continue to be paid. Please distribute this information to your employees.

**GroupNet for Plan Members**

Manage your benefits online, any time with Great-West Life's secure online services that's personalized for you:

- Submit your claims on-line using member eClaims
- Get notified by email or text message when your claims are processed
- View and print up to 2 years of your claims history
- Access expanded coverage information, print a temporary drug card and personalized claim forms and check the status of your claims
- Complete the personal health risk assessments to enter the **Better U Challenge before August 31st!**

**Member eClaims**

You can save time and paper by submitting many of your claims online. Using Member eClaims is easy:

- Sign in to GroupNet for Plan Members.
- Sign up for direct deposit of your claim payments, and then select eDetails for email notification when your claims are paid.
- Click Claims and choose Online Claim, then follow the easy steps.

**Direct Deposit**

With Direct Deposit, you can have your benefit cheques automatically deposited to your bank account at no extra cost. There are no delays due to mail disruptions, lost or stolen cheques, and no need to deposit your cheques in person.

To sign up, have your bank account information handy and either:

- Log into GroupNet for Plan Members and submit your request online, or
- Visit [www.greatwestlife.com](http://www.greatwestlife.com) and go to *Client Services – Group Benefits Plan Member – Forms – Direct Deposit form*. Print and complete the form. Email or fax your completed form along with a copy of a cheque marked "void" to 3sHealth Employee Benefits.

*If you have any questions, please contact a 3sHealth Benefits Services Officer in Regina by telephone at 1.866.278.2301, by email at [ebp@3shealth.ca](mailto:ebp@3shealth.ca) or by fax at 306.347.5909. You can also call Great-West Life, toll free (in Canada), at 1.866.408.0213.*