

October 9, 2018

To: Benefit Administrators / Human Resource Personnel

From: Alana Shearer-Kleefeld
Director, Employee Benefits

Re: Employee Benefits – New Department Structure

We are pleased to introduce the new Employee Benefits Department structure which consists of 3 functional teams: Benefit Services, Claims Services and Support Services.

The 3 teams that make up Employee Benefits were designed based on bringing people who do like work together. Each team has 1 Manager and 1 Specialist. Managers are responsible for the daily operations of their team. Staff will report directly to the Manager of their functional team. The Specialists are our technical experts responsible for the front line support of the team including training, first level escalations, documentation, consistent application of policies and procedures, and ensuring our quality and delivery standards are achieved.

Benefit Services Team

- The Benefit Services Manager is Lorne Shiplack. Lorne can be reached at lorne.shiplack@3shealth.ca or 306.347.5528.
- The Benefit Services Specialist is Sarah Dedman. Sarah can be reached at sarah.dedman@3shealth.ca or 306.347.5553.
- This team is responsible for all front line customer service on behalf of Employee Benefits via phone, email, and live chat; processing of all benefit forms, letters, and workflows; setting up new disability claim applications; verifying eligibility information for employee welcome packages; preparing retirement packages; adjudicating OOS lifestyle spending account claims and life insurance claims.

Claims Services Team (formerly Disability)

- The Claims Services Manager is Jade Lea-Wilson. Jade can be reached at jade.lea-wilson@3shealth.ca or 306.347.1723.
- The Claims Services Specialist is Kathryn Sandstra. Kathryn can be reached at kathryn.sandstra@3shealth.ca or 306.347.5598.
- This team is responsible for the adjudication of applications for disability benefits and appeals; on-going file management of all approved disability claims; and the co-ordination of vocational rehabilitation services.

Support Services Team

- The Support Services Manager is Shiona Buckshaw. Shiona can be reached at shiona.buckshaw@3shealth.ca or 306.347.1715.

- The Support Services Specialist is Amanda Reimer. Amanda can be reached at amanda.reimer@3shealth.ca or 306.347.5586.
- This team is responsible for receiving and distributing daily mail; filing and archiving, preparing letters; filling supply orders; processing invoices for payment and disability payroll; system queries, system fixes and enhancements; and developing and delivering reports for key stakeholders.

Working together, the 3 functional teams that make up Employee Benefits are committed to providing a world class customer service experience to our customers, partners and stakeholders.

If you have any questions about the New Department Structure, please contact me at 306.347.5599 or by email alana.shearer-kleefeld@3shealth.ca