

To: PEBT Plan Members

Re: July 1<sup>st</sup> Health and Dental Benefit Changes

We wanted to provide you with an update regarding the recent plan changes to your Extended Health Care (EHC) and Dental benefits that were scheduled to take effect on July 1st. We apologize for any inconvenience caused by the delay in implementing these changes, and we appreciate your patience.

We want to assure you that our team is diligently working on the necessary coding to incorporate the new plan enhancements. Once this coding process has been completed, which will be no later than Friday, July 14<sup>th</sup>, the following claims adjudication process will be applied:

1. We will automatically re-assess all e-claims for eligible services provided on or after July 1st. This automatic reassessment **will only be applicable to claims that do not involve coordination of benefits** and were submitted directly by you, the member, rather than the healthcare provider.
2. For claims submitted directly to us by a healthcare provider or are the result of coordination of benefits with another plan, you will need to resubmit for reimbursement.
3. For dental services, we are pleased to inform you that dental offices will have the capability to automatically resubmit their electronic claims for updated reimbursement once the coding is finalized. This will streamline the process for both you and your dental care provider.

Should you have any questions or concerns regarding your EHC or Dental benefits, please don't hesitate to reach out to our customer support team:

Monday to Friday 8 am to 4:30 pm (PST)

**Lower Mainland: 604.419.2000**

**Toll-Free: 1.877.722.2583**

We are here to assist you and provide any necessary clarification.

Thank you for your understanding and cooperation throughout this process. We value your membership and remain committed to delivering the best possible service and benefits to you.