



CUSTOMER SERVICE **April 20, 2020**

20-14

Support for you during COVID-19

Note: This NewsLine has new information concerning COVID-19. The situation changes rapidly, so past NewsLines are still accurate, unless otherwise stated.

COVID-19 has changed everyone's lives, but it hasn't affected the values that make us Canadian. As communities across the country come together to help each other, we stand with you ready to support you and the people you love. Here are some more online options to help with faster processing. To see what your plan covers, check your benefits booklet or visit [GroupNet for plan members](#).

You can submit more claims on GroupNet for plan members

During this time, we want you to be able to submit as many claims as possible on GroupNet. It's easy, quick and secure – and it's one of the no-touch ways we're continuing to serve you. Now you can upload a photocopy, scan or take a picture of these claims. Just go to **Make a claim** and select **Upload documents**.

- Out-of-country
- Medical travel
- Wellness/Lifestyle accounts
- Life and accidental death and dismemberment (dependent life and accidental dismemberment/loss of use claims only)
- Other health, dental and drug claims that can't be submitted using GroupNet's normal "Make a claim" process

Lost your benefits card? You don't have to wait for a new one – you can get a digital one from GroupNet. Save it in your digital wallet and use it the same way you used your plastic card.

More flexibility around signatures

We're allowing more flexibility around signatures (scans or photos) for some forms and documents, sent by email or fax, or submitted online where available.

- Prior authorization drug forms
- Disability plan member statements

Drug coverage updates

Mail delivery

Many pharmacies offer free mail delivery of regular medications. These drug claims can easily be co-ordinated with Canada Life for reimbursement, just like regular drug claims.



Drugs that need prior authorization

Right now, many things can make it difficult to get and submit the documentation Canada Life needs to consider reimbursement for prior authorization drugs.

- **If you're starting a new prior authorization drug:** There's no change to the process for these requests: a [Request for Information](#) form must be submitted. Forms without the required test results and lab values will be reviewed case by case. Please include a brief explanation why the test results or lab values are unavailable. Related information, such as the most recent test results, can help.
- **If you're currently on a prior authorization drug with a renewal date:** We'll automatically apply an extension of 120 days if your renewal date is between March 26, 2020 and July 31, 2020. In four months from the renewal date, you'll need to submit for re-authorization. This applies to drugs that need prior authorization from Canada Life and provincial programs. Check your approval letter from Canada Life or the provincial program for a renewal date. If the due date falls between March 26, 2020 and July 31, 2020 and there is no renewal date noted, no action is required. Renewals outside those dates will need a renewal application.

Online mental health care is available

If you have extended health care coverage, you can access a new program, AbilitiCBT (Internet-based Cognitive Behavioural Therapy), for anxiety related to a pandemic. The program's content is tailored to address anxiety symptoms related to the uniquely challenging aspects of pandemics: uncertainty, isolation, caring for family and community members, information overload and stress management. AbilitiCBT is guided by professional therapists who are trained to ask precise questions to support people through the program's modules in the context of a pandemic.

You can submit claims for AbilitiCBT through your extended health care coverage. Visit canadalife.myicbt.com to learn more.

Take charge of your health with Health Connected

Health Connected is a health and wellness site available through GroupNet for plan members, and is already part of your plan. If you don't have access to GroupNet, ask your plan administrator how to get to the site. It has COVID-19 resources, a Health A-Z library, and digital tools to improve wellness and help you keep active.

Free professional credit counselling

If you're experiencing financial stress or need some financial tips and resources, speak with a certified credit counsellor over the phone through a free service offered by Canada Life until June 30, 2020. The [Credit Counselling Society](#) is a non-profit service available to help you manage your expenses during challenging times. You'll get confidential one-on-one financial coaching.

Reach the Credit Counselling Society at 1-888-527-8999 or visit the [website](#). If you live in Quebec or an Atlantic province, you can call 1-888-753-2227 or visit [Credit Counselling Services of Atlantic Canada](#).

Newsline

News and updates for plan members



We're here to serve you when you need us most

In these rapidly changing times, we want you to know we're thinking of you, we're here for you and we're working to serve you.

The information in this communication should not take the place of, or be a substitute for, medical advice or official guidance and/or direction issued by your public health authorities or local government. We encourage you to visit the World Health Organization website and your local government health authority websites for the most up-to-date and reliable information about the status of the coronavirus in your region.

The content of this Newsline is for general use and informational purposes only. It is not intended to be legal or tax advice. The content of this Newsline is based on information available at the time of publication, which is subject to change. Efforts have been made to ensure the accuracy of the information contained in this Newsline. However, it may contain errors or omissions or become out of date following publication. You may wish to consult your professional advisor(s) about your particular circumstances.