

Sun Life to Replace Pacific Blue Cross as BC Hydro's Extended Health Care Benefits Provider

New Retiree Benefits Provider Announced!

Effective April 1, 2015, BC Hydro's Retiree Extended Health Care benefits provider will be Sun Life Financial (Sun Life), replacing Pacific Blue Cross (PBC). Sun Life will continue to be the provider of life insurance benefit for retirees.

There are no changes to your benefits under the extended health care plan. Only the provider is changing.

Important Information about the Change to Sun Life:

In preparation for the move to Sun Life, there are action items for you to take and information you need to know:

- **DEADLINE FOR FILING CLAIMS – WHERE TO SEND AND BY WHEN (for expenses not yet submitted for payment)**

When was the Extended Health Expense Incurred?	Who to Submit Claim To?	Deadline for Submitting Claim
January 1 – December 31, 2014	Pacific Blue Cross (PBC)	* * March 15, 2015 **
January 1 – March 15, 2015	PBC – provided you submit the claim before March 15, 2015 OR Sun Life – starting April 1, 2015	For claims you submit to Sun Life, one year from the date the expense was incurred
Any time after March 15, 2015	Sun Life – starting April 1, 2015	One year from the date the expense was incurred

- **WELCOME PACKAGE:** In mid-March 2015, you will receive a Sun Life Welcome package which will include Sun Life contact information, an overview of your coverage, details on how to access the Sun Life website, an extended health claim form, and instructions on how to submit extended health claims.
- **DRUG & EMERGENCY TRAVEL CARDS:** You will receive your **personalized** Sun Life prescription drug card / emergency travel card by April 1st. Start using this card at your pharmacy for any prescription drug purchases starting April 1st.
- **MAILING ADDRESS:** To receive the Sun Life welcome package and new cards in the mail, please ensure that we have your correct mailing address. If your address has recently changed, please contact RBC Investor Services at 1 800 668 1320.

Why is this change taking place?

In 2014, BC Hydro conducted a competitive bid process. Benefits providers were evaluated according to wide-ranging criteria including experience, service quality, cost, technology and business values. By integrating benefit providers, we are able to improve the employee/retiree experience, enhance vendor relationships, and reduce administrative costs.

Be sure to read through the enclosed [Frequently Asked Questions](#) for more information about the change.