

## ***A Reminder to Participating Organizations of the 3sHealth Extended Health Care & Dental Plans***

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December 7, 2020

### **Claims processing in January 2021**

Each January, 3sHealth Employee Benefits performs an eligibility measure for all other-than-full-time employees. This year's measure will determine if an employee is eligible for coverage effective January 1, 2021 based on the hours they worked from January 1 to December 31, 2020. An employee must work a minimum of 780 hours in the complete calendar year to be eligible for benefits. During this annual measure process in January, plan members will experience a delay in claims processing by Canada Life.

Claim pre-authorizations submitted after December 14, 2020 or claims incurred in January 2021, will be held by Canada Life until the annual measure process is complete. Canada Life will begin processing pre-authorizations and claims in mid-January in the order they were received and will work diligently to be caught up by February 15, 2021.

If your dentist submits claims electronically to Canada Life, your dentist will receive an electronic notice that the claim will be held for processing. Once claims processing commences, Canada Life will begin processing electronic claims in the order they were received.

You are encouraged to submit your drug claims by the paper method or on-line through GroupNet for Plan Members during the first three weeks in January. We ask you not to use your pay direct drug card during this period.

If you have any questions about your eligibility or the benefits available to you in the extended health care or dental plans, please contact a 3sHealth Benefit Services Officer by telephone 1.866.278.2301 or by email [ebp@3shealth.ca](mailto:ebp@3shealth.ca).