



May 14, 2020

## Extending some of our claims practice exceptions to July 31, 2020

As we previously communicated, to support plan members during COVID-19, we've made some exceptions to our [claims practices](#). Some of these exceptions were going to be in place until June 1, 2020. However, we understand it may take plan members some time to get an appointment when health-care providers re-open their offices. So, we are extending these exceptions to July 31, 2020. These exceptions include:

- Extending coverage to include virtual paramedical services
- Paying claims that would normally require additional documentation, signatures, referrals or laboratory information. This applies if we already have these on file and they have expired. These include:
  - Prescription or doctor referral for paramedical services
  - Drug exception forms, which includes prior authorization and special authorization
  - Provincial Specialty drug program responses or documentation
- Accepting health statements by email

We hope that extending this date gives plan members some peace-of-mind during this time.

### Questions? We're here to help.

Please check our Group Benefits [COVID-19](#) website daily for updates. If you have questions about our response to COVID-19, please don't hesitate to call your Group Benefits representative.