



Group Insurance

July 2021

A healthy leap forward

Here's what you need to know about the enhancements we've made and how you can start taking advantage of them with your new payment card.

Your claims process is about to get easier

How you use your payment card hasn't changed. But with this upgrade, your new card can be used for a much wider range of healthcare providers. When you visit a participating healthcare professional¹ for a service covered under your plan, you simply pay what you owe and off you go. No more waiting to be reimbursed. It's that easy.

There's no need to call: your new card will be activated automatically on August 23, 2021

Your old card will be deactivated as of that date.

A few things to keep in mind

- Your new card will only be activated on August 23. Continue using your old card until then.
- Your group number and certificate number have not changed.
- If your dependents are covered under your plan, they can use the new card even though their names aren't on it. We don't issue separate cards for dependents.
- If your pharmacist has your old payment card information on file, you'll have to make sure they have your new card information as of August 23. This also applies to automatic prescription renewals. They will need to know that the new carrier number is 51 with the TELUS Assure service.
- With all the improvements underway, there will be some delays in claim payments and call centre wait times in August and September. We apologize for any inconvenience this may cause.

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Text **REMINDER** to **37322** to receive a reminder to start using your new card.²



Desjardins
Insurance

Life • Health • Retirement

¹Participating healthcare professionals are those registered in TELUS Health's eClaims program. To find a participating healthcare professional, check the Omni app or visit desjardinslifeinsurance.com/providers.
²Standard message and data rates may apply. Text HELP for help, INFO for our contact information, and STOP to cancel. You can read our privacy policy at desjardinslifeinsurance.com/privacy.

Some changes to how we process your claims

You may notice a difference in your prescription drug reimbursements. This is due to slight differences in the way our new system estimates pharmacists' dispensing fees when they are not disclosed by the pharmacist.

Additionally, if the Reasonable and Customary (R&C) fee feature is not already applied under your plan, we will now apply it to your supplementary healthcare claims if no other maximums apply. The R&C feature limits eligible healthcare provider fees to those that are considered to be a normal or acceptable amount for a provider to charge. R&C fee limits are based on the specific product or treatment and the geographical area in which the product or treatment was provided. You can find the R&C fees for paramedical services on the plan member secure site under **Tools and Resources > Resource Centre**.

Get so much more with online services

Our online services are the easiest way to manage your group benefits. And direct deposit is the fastest way to get reimbursed. If you haven't already signed up, it's simple (see below for more details). All you need are your group and certificate numbers, which you can find on your payment card. Then simply log on anytime, anywhere to access your digital payment card, submit a claim, view your claims history, find a participating healthcare professional and more.

How to register for online services

On your computer:

1. Go to desjardinslifeinsurance.com/planmember, click **Log on** and select **Group insurance** from the drop-down menu.
2. Click **Register now**.
3. Enter your group and certificate numbers and follow the online instructions.

On your mobile or tablet:

1. Download the Omni app.
2. Tap **Sign up**.

How to sign up for direct deposit

On your computer:

1. Log on to desjardinslifeinsurance.com/planmember.
2. On the home page, under "Quick links", click **Manage direct deposit** and follow the onscreen instructions.

On the Omni app:

1. Log on to your account.
2. Tap **Direct deposit** and follow the onscreen instructions.

We'll be right here to help you through the transition

If you have any questions or need help signing up for our online services, we're here to give you the support you need. Just call our Customer Contact Centre at the number listed on your new payment card.



Text **REMINDER** to **37322** to receive a reminder to start using your new card.¹



¹Standard message and data rates may apply. Text HELP for help, INFO for our contact information, and STOP to cancel. You can read our privacy policy at desjardinslifeinsurance.com/privacy. DESJARDINS INSURANCE refers to Desjardins Financial Security Life Assurance Company. DESJARDINS, DESJARDINS INSURANCE and related trademarks are trademarks of the Fédération des caisses Desjardins du Québec used under licence by Desjardins Financial Security Life Assurance Company. 200, rue des Commandeurs, Lévis (QC) G6V 6R2 / 1-866-647-5013 desjardinslifeinsurance.com