

April 2020

## COVID-19 Client Support Measures

We are living in unprecedented and challenging times and the GSC team is meeting daily to discuss the impacts that COVID-19 is having on our clients, advisors, the health and dental benefits industry and beyond.

We are also supporting plan members by answering frequently asked questions about COVID-19 on the GSC Support Centre, and on March 25<sup>th</sup>, we issued a communication to all plan members to remind them about all of the digital health services they can access. We are here to provide support by identifying solutions to help our individual clients navigate the current challenges they face, and are pleased to share the following update with you.

## Postponing upcoming rate increases for Health Assist Plan Members

Understanding the financial impact COVID-19 is having on many, and to alleviate the challenges, we are postponing upcoming rate increases for members with a June 1<sup>st</sup> 2020 plan anniversary date. We continue to monitor the situation closely and as of now, it is our intent to postpone rate increases for July 1<sup>st</sup> 2020 and August 1<sup>st</sup> 2020 plan anniversary dates – until further notice.

**June 1<sup>st</sup> 2020 rate increase letters** - we are legally required to notify plan members of these types of changes one month in advance of any changes. The June 1<sup>st</sup> 2020 notices were automatically system-generated and mailed two weeks ago before the COVID-19 situation had escalated to its current state, here in Canada.

**We will be sending a notice to those with a June 1<sup>st</sup> 2020 anniversary to advise that their May 1<sup>st</sup> premium payment (for June coverage) will not be increasing as previously communicated.**

**July 1<sup>st</sup> 2020 and August 1<sup>st</sup> 2020 rate increases** – it is our intent to postpone these until further notice.

## Do you have your Health Assist URL?

As Health Assist partner, we provide you with your own, personalized GSC Health Assist URL to access our individual health and dental plan options. This URL can be used by you and your clients (they do not have to be with you) to find out more about our plans, run quotes, compare our plans side by side and submit applications online. And best of all, the sales activity is tracked back to you.

## Online HA Product Training

In the interim, if you would like to set up a webinar for your distribution team to outline our program and highlight our online quoting and application process that provides prospects the ability to quote, compare and purchase from the comfort of their own homes, please send us a quick note and we will be happy to set a session up.

**And a reminder that all updated Health Assist product information can be found on our Health Assist landing page at [www.greenshield.ca/GSChealthassist](http://www.greenshield.ca/GSChealthassist)**

## Contact us if you have any Health Assist questions

Email at [healthassist@greenshield.ca](mailto:healthassist@greenshield.ca) or call us at 1-844-898-4742