

May 17, 2021

IMPORTANT CHANGES TO HEALTHCARE, COMMUNITY SOCIAL SERVICES AND PUBLIC SECTOR LONG TERM DISABILITY (LTD) CLAIM FORMS

1. Changes to LTD Claim Forms

HBT has updated our standard LTD claim forms in order to create one version that can be used for all HBT and Joint Trust member employers and claimants. The new forms apply to all union and non-union employee groups. This includes the Healthcare, Community Social Services and Public Sector LTD Plans.

The effective date of the new forms is June 1, 2021 but you may use the forms immediately. Please note that if you are in the middle of preparing a new claim submission based on the old forms and processes, there is no need to make any changes to that claim.

The revised forms are: Employer's Statement, Claimant's Statement and Attending Physician's Statement of Disability.

The principal changes are:

- Clarification of some of the information that is required, as requested by Canada Life, in order to expedite the claim process. Canada Life have been encountering challenges in adjudicating LTD claims in a timely manner because many claims contain incomplete employer or employee information. Please ensure accurate and complete information is included for all fields on the LTD forms in order to ensure the timely processing of claims decisions and commencement of benefit payments;
- Canada Life's new name and logo;
- New address for Canada Life's Vancouver office (see #2 below);
- Removal of requirement for gender-related information; and
- Removal of requirement for reporting employer-paid MSP contributions (as a result of MSP changes effective January 1, 2020).

What you need to do:

- Discard old printed versions of the claim forms; and
- Use the new claim forms located at:
<https://www.hbt.ca/News-and-Resources/Pages/AllFormsGuidesManuals.aspx>

In the coming months, other forms and information sheets on the HBT website will also be updated and can be identified by their 6/2021 revision date.

2. Canada Life's New Address

On June 4, 2021, Canada Life's "Vancouver DMSO" (the location that handles all LTD claims assigned to their Vancouver office) is moving.

Effective immediately, all LTD claim documents should be sent to:

Canada Life Assurance – Vancouver Disability Management Services
Suite 1500 – 1055 Dunsmuir Street, Vancouver BC V7X 1K8

Please note that any forms that are sent to their old address will be forwarded to the new address. There is no change to the address for Canada Life's Langley office. There are also no changes to the phone numbers, fax numbers and email addresses for Canada Life's staff.

Please forward this communication to all departments within your organization that may require and rely on this information.

Questions

If you have any questions, please contact the HBT Benefits Team:

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