



**For Immediate Release**

## **Healthcare Benefit Trust Expands PBC Services to Include Enrolment and Billing**

**Vancouver, BC, August 11, 2011** - The Healthcare Benefit Trust (HBT) is pleased to announce that it has expanded its service agreement with Pacific Blue Cross (PBC) to include the management of enrolment and billing processes for all health and welfare benefits provided by HBT. Currently PBC manage these processes for Dental and Extended Health. Under the new agreement, LTD, Group Life, AD&D and Dependent Life will be added. This change will result in the following client service improvements: a simplified enrolment and billing process; more accessible on-line information; and reduced overall administrative costs. Further, the improved processes will not require any anticipated capital investment.

HBT's agreement with PBC has a three year term with options for future renewals. Great West Life will continue to be responsible for LTD claims adjudication and payment. HBT plans to issue a request for proposal for LTD Adjudication Services in 2012.

"Over the past year, we have made significant improvements to HBT's business practices and rate setting process. As well we recently announced the selection of bcIMC as HBT's investment manager in support of a more efficient and streamlined governance structure, competitive fees and comparable historic returns. Our priority now is to ensure our services are delivered more efficiently and cost effectively. The expansion of PBC services to manage additional enrolment and billing will directly reflect this priority and our commitment to improve both client service and administrative efficiencies," said Jan K. Grude, CEO, Healthcare Benefit Trust.

The transition involves a number of operational and organizational changes at HBT that will be implemented over the course of 2011 through 2013. In the coming months, HBT will work collaboratively with our clients and PBC to implement the new process and provide any training required. Our goal is to facilitate the smoothest possible overall transition, and ensure any disruption is minimal.

"PBC is pleased to have the opportunity to expand our long-standing relationship with HBT and its clients. We are committed to service excellence throughout this transition and beyond. We look forward to working with HBT in support of its goal to offer clients the most efficient and cost-effective systems and processes for benefits administration," said Ken Martin, CEO, Pacific Blue Cross.

The key changes in HBT benefits administration processes include:

- Enrolment in all benefits will follow the same improved process
- Enrolment in all benefits will be done through the same service provider
- Invoices for all benefits will come from one source
- Contributions for all benefits will be paid to PBC

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Once these new procedures are in place, HBT's clients will liaise directly with PBC for enrolment for Dental, Extended Health, LTD, Group Life, AD&D and Dependent Life. PBC will also be responsible for billing and collecting employers' contributions for these programs. This will create a "one stop shop" consolidated single source for HBT related benefits.

**HBT CONFERENCE CALL AUGUST 16, 2100 at 1:30 pm PST**

HBT will hold a conference call to address client questions and concerns regarding this decision, the key changes outlined above, and the transition in the months to come.

**Please access the call by dialing: 1.888.231.8191**

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**About HBT**

HBT is a not-for-profit health and welfare trust that provides group health and welfare benefits on behalf of participating employers for nearly 100,000 eligible employees, their eligible dependents, and beneficiaries employed in health care and community social services in British Columbia and the Yukon. The primary benefits provided by HBT are Group Life, Accidental Death & Dismemberment (AD&D), Weekly Indemnity, Long Term Disability (LTD), Extended Health, and Dental. HBT ensures these benefits are administered in accordance with provisions and plan design negotiated by HEABC, CSSEA, and single-site collective agreements. For more information on HBT please visit the member website at [www.hbt.ca](http://www.hbt.ca).

**About Pacific Blue Cross**

Pacific Blue Cross, a not-for-profit organization, has been British Columbia's leading benefits provider for over 70 years. Our comprehensive understanding of health care fuels our commitment to service. Together with BC Life, our subsidiary, we provide health, dental, life, disability and travel coverage for approximately 1.5 million British Columbians through employee group plans and through individual plans for those who do not have coverage with their employer. Pacific Blue Cross and BC Life continue to respond to customers' needs in plan design, administration and technology. We have tremendous experience in managing benefits for large group businesses. Our competitive pricing reflects our commitment to efficiency and quality of service while accounting for economies of scale. For more information about Pacific Blue Cross and BC Life, visit [www.pac.bluecross.ca](http://www.pac.bluecross.ca).