On behalf of the Trustees of the BCRCC Benefit Plan, we hope this message finds you well.

In an attempt to meet the needs of Plan members during these unusual circumstances the Trustees of the BCRCC Benefit Plan are taking immediate and significant action to help Plan members and their families facing hardship as a result of the COVID-19 outbreak. The Trustees of the Benefit Plan have implemented the below interim changes.

## **Support for Plan members and their families**

- Effective April 1, 2020, the extended health care reimbursement percentage will be increased to 100%. This reimbursement percentage will be applied to expenses incurred between April 1, 2020 and September 30, 2020 (6 months), at which point it will return to the current levels (80% for most services, 90% of Psychologist/Registered Clinical Counsellors). Other than the change to the reimbursement level, all other coverage details will remain the same.
  - We caution that it may take a week or two for Pacific Blue Cross to update their systems, therefore we ask for your patience in the meantime. All extended health claims incurred after April 1st will be retroactively adjudicated according to the new reimbursement level once their system is updated.
- During this time many Plan members have found themselves unable to work. Whether
  they are sick, quarantined, self-isolating, on El or medical El, all BCRCC Plan members
  will receive a one-time hour bank credit of 65 hours (2 weeks). This credit will be given
  automatically to all BCRCC Plan members in the March 2020 hour's period, no application
  is needed.

## Support for potential new Plan members

• The BCRCC Benefit Plan recognizes that the timing of the COVID-19 outbreak has the potential to impact non Plan members as well. Many BCRCC members who were working towards qualifying for benefit coverage are facing the same obstacles that Plan members are facing with regards to their work scenarios. For some, being sick, quarantined, self-isolating, on EI or medical EI has put them just short of the benefit coverage they and their families need. The Trustees of the Plan want to ensure this is not the case for potential new Plan members. Any BCRCC member working for a contributing employer in March will receive a one-time additional 65 hours (2 weeks) credit in their hour bank.

These interim enhancements assist members who may be experiencing financial difficulty by ensuring access to vital extended health care.

The Trustees of the BCRCC Benefit Plan are happy to provide this additional support to our members and their families during these challenging times.