

Chambers Plan Renewal **April 1, 2023**

April 1 marks the annual renewal of your Chambers Plan coverage. Premiums are adjusted for the coming year to reflect changes in individuals' ages, adjustments to provincial Dental Fee Guides, costs associated with medical trends, and any revisions to government health plans. This edition of *Plan News* highlights these changes for you and celebrates some important Plan enhancements of the past year.



We are pleased that, following two unprecedented years, we seem to be making our way to the other side of the COVID-19 pandemic. We hope we've served you well during this difficult time and, for those of you who had to temporarily suspend your group plan due to the significant challenges faced by the business community, we're so happy to have you back as we share the details of this year's renewal. Given Chambers Plan's not-for-profit structure, benefit surpluses have, as always, been returned to its bottom line to enhance rate stability.

Renewal rates are calculated based on the current demographics and evolving composition of Plan participants of your group. There will, once again, be no increases in Life, Disability or Critical Illness base rates this year. However, individuals joining or leaving your firm during the past year can affect the rates charged to all participants in your firm for the coming year.

Your firm's **Employee Benefit and Premium Summary** reflecting your rates at April 1, 2023, based on your current coverage, can be accessed on my-benefits.ca, Chambers Plan's online administration platform, under *My Plan/Premiums & Statements*. It also includes the contact details for your Chambers Plan advisor, whose depth of experience and knowledge make them a valuable partner in working with you to find the ideal balance of cost, coverage and flexibility for your firm's distinct needs. Whether you would like to review your current coverage, or address changing budget or coverage needs, your advisor is ready to help.

One Year Older

On April 1 of each year, the ages for all insureds enrolled in the Plan are adjusted, with each Plan participant becoming one year older. Since the cost of some of the benefits, such as Life and Disability, increase as Plan participants age, rates will be adjusted to reflect the current ages of all Plan participants.

Renewal rates are based on the current demographics of your group.

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Age-Based Coverage Changes

With all ages recalculated at April 1, some Plan participants' current age will affect their benefits as follows:

Weekly Indemnity and Long-Term Disability benefits terminate on a Plan participant's **65th** birthday.

Health and Dental benefits, including **Teladoc Mental Health Navigator** and **Telemedicine** services, can continue until April 1st following a Plan participant's **80th** birthday.

Life options under Chambers Plan reduce to 25% or 50% of face value at **age 65** and terminate at **age 75**. Individuals turning 65 can convert to a personal plan, in whole or in part, the coverage they are losing under the Plan. Letters are sent directly to individuals, notifying them of the opportunity to convert and the time frame for doing so (31 days from April 1st).

Life, Accidental Death & Dismemberment (AD&D), Dependent Life, EAP benefits, access to **Teladoc Medical Experts®** and **myStrength** services, and **Hugr** terminate on the Plan's anniversary date following a Plan participant's **75th** birthday.

Critical Illness benefits terminate on the Plan's anniversary following a Plan participant's **70th** birthday.

Travel coverage duration under any Health option for an insured and any dependent is based on the age of the certificate holder as at April 1st. Plan participants should refer to their booklets for details on the maximum trip duration under their Plan to see how an age change may affect their coverage.

Chambers Plan Advantage

Chambers Plan applies a pooled and partially pooled approach to Health and Dental benefits to establish renewal rates, and to better protect firms from rate impacts due to small fluctuations in claims. This allows firms a greater degree of latitude before their individual experience is considered, providing greater rate stability.

Unlike most programs, Chambers Plan is run on a **not-for-profit** basis, and premiums are set to cover the cost of the Plan's benefits and administration only. Surpluses in any of the benefits are used to offset deficits in more utilized benefits. This approach ensures all premiums are used for the benefit of **all** Plan participants.

The average increase for participating firms under Chambers Plan will be only 3.99% at April 1, resulting in Chambers Plan's average overall renewal increase having been under 4.0% for each of the past three years! You can rest assured you've chosen a Plan that values rate stability without having to sacrifice quality or comprehensiveness.

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Plan Enhancements

Chambers Plan's sole purpose is to provide comprehensive employee group benefits to participating Chamber of Commerce and Board of Trade members and their employees that support their physical and mental well-being.

Teladoc® Whole Healthcare

In November, we expanded upon the Teladoc offerings included with Chambers Plan. In addition to Telemedicine (included in all Chambers Plan Extended Health options) and Teladoc Medical Experts services (available to all Plan members), we now include new mental health supports for whole healthcare.

Virtual care is revolutionizing how Canadians access and experience healthcare. These new services offer a comprehensive service unmatched in Canada and enable employees and their dependents to address a broad spectrum of healthcare needs, from pink eye and skin rashes to mental health illnesses and cancer.



Teladoc myStrength

All Chambers Plan members, at no additional cost, have access to Teladoc's myStrength, which provides guidance for a full spectrum of mental health needs, which might range from depression to stress and relationship support. With myStrength, employees build resilience through self-monitoring of mood, sleep, stress and goals. They access interactive, self-paced programs matched to their preferences and are provided with in-the-moment tools for coping in daily situations. They can also engage in text-based, 1-on-1 expert coaching.

Teladoc Mental Health Navigator

For Plans with Extended Health benefits, we also include Mental Health Navigator. This concierge-style program provides solutions for employees who are not benefitting from their current care or who may need an expert assessment of their current mental health treatment plan. This is an exceptional, comprehensive value that does not impact your premiums.

Your employees can access the new services through *my-benefits*®, the Teladoc app, and on [Teladoc.ca](https://www.teladoc.ca). You can view and download brochures, posters and other information at my-benefits.ca. If you require more information about myStrength or Mental Health Navigator, please contact your Chambers Plan advisor.

Personal Critical Illness

Personal Benefits, accessible to members through *my-benefits*® for employees, provides plan members with the ability to purchase individual benefits which are complementary to Chambers Plan's group benefits, including Life Insurance, Johnston Group Retiree Plan for Employees, ContinYou, and a number of travel-related benefits.

The newest addition is *Personal Critical Illness*, which pays a lump sum benefit when an insured individual survives 30 days after the diagnosis of one of the illnesses covered under the policy. Coverage is available for employees, spouses and dependent children, and covers 31 conditions for adults and 16 conditions for children. For additional information and rates, please access Personal Benefits through *my-benefits for Employees*.

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Lifestyle Spending Account (LSA)

On January 1, 2023, we launched the Chambers Plan LSA. An LSA allows you to provide additional support to your employees by investing in their health and well-being. This type of innovative offering helps to attract and retain quality employees. An LSA gives employees choice and flexibility by offering a solid foundation for wellness and encouraging healthy life choices.

Each employee with a Chambers Plan LSA will have a maximum dollar amount of up to \$10,000 per calendar year assigned and managed by you through **my-benefits**. **This benefit is funded by your firm through reimbursements made by automatic withdrawal.** You can choose from three tiers of coverage to suit your needs:

- **TIER 1:** Fitness, Sports, Recreation - Health - Personal Development
- **TIER 2:** Tier 1 plus Family Care/Work-Life Balance - Financial Services - Transportation - Electronics/Office Equipment
- **TIER 3:** Tier 1 and Tier 2, plus Pet Care - Household Expenses - Cultural/Traditional Care

A full list of expenditures that can be claimed can be found in the LSA brochure on **my-benefits for Plan Administrators** under **Plan and Coverage**.

Show Your Business Some Love

It's February, and love is in the air! We can't think of a better time for you to give your business some extra care and attention by making the most of your Business Assistance Services (BAS)—provided by Arete, and available at no cost to all firms on the Plan.

Have you visited the *Healthy Business Bookmark (HBB)*, accessible in the BAS section of **my-benefits for Plan Administrators** recently? Check there first if you're hunting down information on a particular topic; it's chock-full of carefully curated, expert-developed business information and resources, like a continuation of benefits policy sample, business check-up, employment agreement sample and employee onboarding guide, to name just a few. If you still need help, through HBB you can access specialized, one-on-one guidance from experts who understand the challenges you face—it's as easy as clicking on the phone number or completing the online form. Don't forget that you can also refer employees for goal-oriented counselling through BAS—it's a major perk that shows your employees you care about their well-being.



Updating Employee Information

It's important to keep your employees' information up to date, ensuring all eligible employees are participating in the Plan and our records reflect current information about them, notably their salaries, which can impact coverage levels. These details can be updated quickly and easily on **my-benefits**.

One Last Thing...

By selecting Chambers Plan, your firm has chosen a stable employee benefits program dedicated to caring for others by providing comprehensive, innovative group benefits and unmatched service. Thank you for choosing to be a member of your local Chamber of Commerce or Board of Trade, and for choosing Chambers of Commerce Group Insurance Plan®.