

November 1, 2023

The Honourable Anita Anand, PC MP
President of the Treasury Board
90 Elgin Street, 8th Floor
Ottawa, Canada K1A 0R5

Dear Minister Anita Anand,

We are writing to urge you to take measures in improving the transition of the Federal government's Public Service Health Care Plan to Canada Life Assurance Company.

Tens of thousands of federal employees continue to experience problems with the implementation of their new health care and drug coverage. Many face long claim processing delays and experience errors in coverage, including but not limited to reasonable and customary limits and lack of grandparenting on generic substitutions and prior authorization.

We echo the concerns of our plan members who are employees, retirees, parents, and dependants whose health and wellness are negatively impacted by the transition. We have received several serious complaints from vulnerable members with serious illnesses, disabilities or pre-existing chronic conditions who have stated that they are being adversely impacted by the transition of their benefits and are experiencing pain and suffering as a result. Despite efforts by Canada Life to address the processing delays and backlog of claims, fundamental challenges in the administration of claims and processing persist and may even be worsening. Many Plan members have been paying significant interest, carrying balances on their credit cards because Canada Life is not paying their claims in a timely manner.

These problems are compounded by our members' inability to reach a Canada Life customer service agent for assistance. The periodic data being provided from Canada Life to PSHCP Partners does not concur with our members' testimonials and experience on calls and wait times. We continue to consistently receive complaints on lengthy wait times, calls dropping and failure to call back, and follow-up on inquiries and claim requests. Processing delays and backlog of claims persists.

We therefore urge you as President of the Treasury Board to take additional measures to deliver the benefits and health care coverage of your employees and retirees as soon as possible. The Government of Canada made the decision to transition to Canada Life and has the responsibility to hold Canada Life accountable for the many problems that members are facing. Please advise on what and if additional measures are being taken to improve this transition.

We also urge you to extend all legacy periods from December 31, 2023, to July 1, 2024, and more specifically, defer changes to mandatory generic drug substitutions, compound drugs and prior authorization until the claims process and overall transition have stabilized. This flexibility would

allow additional time for member inquiries and claims to be addressed by Canada Life before adding yet another change in the administration process and transition of these benefits and drug coverage. This delay is imperative since Canada Life has inconsistently and incorrectly applied the legacy periods. This is compounded by the fact that Plan members face extreme delays and difficulties in contacting anyone to rectify these problems or get their questions answered.

Your employees' and retirees' health and wellness depend on a sound implementation of the changes to the Public Service Health Care Plan. And so, we look forward to hearing from you on the requests noted above.

Sincerely,

Dany Richard, President, Association of Canadian Financial Officers and National Joint Council Co-Chair

David McNairn, President, Association of Justice Counsel

Doug Best, President, Canadian Air Traffic Control Association, CATCA Unifor, Local 5454

Camille Awada, President, Canadian Association of Professional Employees

Justin Miller, President, Canadian Federal Pilots Association

Mark Boucher, President, Canadian Merchant Service Guild

Helen Luu, President, Canadian Military Colleges Faculty Association

Kathleen Hippen, President, Canadian Union of Public Employees, Local 104

Wanda Boudreau, President, Federal Government Dockyard Chargehands Association

Yves Fournier, President, Federal Government Dockyard Trades and Labour Council (East)

Des Rogers, President, Federal Government Dockyard Trades and Labour Council (West)

Paul Cameron, President, International Brotherhood of Electrical Workers, Local 2228

Brian Sauv , President, National Police Federation

Pamela Isfeld, President, Professional Association of Foreign Service Officers

Jennifer Carr, President, Professional Institute of the Public Service of Canada

Chris Aylward, President, Public Service Alliance of Canada

Marvin Zaluski, President, Research Council Employees' Association

Jacqueline Pygiel, President, Unifor, Local 2182

Jeff Wilkins, President, Union of Canadian Correctional Officers - UCCO-SACC-CSN

CC Marie-Chantal Girard, Senior Associate Deputy Minister, Employee Relations & Total Compensation, Treasury Board Secretariat and National Joint Council Co-Chair

Francis Trudel, Associate Chief Human Resources Officer, Treasury Board Secretariat