

COMMUNIQUÉ

To Group Insurance plan administrators
Claims process

Insurance card at the pharmacy | Communication campaign

Plan members whose group insurance plan offers prescription drug coverage benefit from the direct drug payment program.

This program allows their drug claims to be processed automatically at the pharmacy by our claims system. We pay the pharmacy directly for the portion covered by their drug insurance, and plan members pay only the balance¹.

Despite this significant advantage, we're finding that some plan members don't use their group insurance card at the pharmacy. We'll soon be rolling out a targeted communications campaign aimed at these plan members, to help them make the most of this plan advantage.

We'll be sending these plan members a letter to encourage them to share their group insurance information with their pharmacy.

If you have any questions, please contact your advisor or your iA Financial Group Account Executive.

¹ The amount payable for drugs varies according to the terms of the group insurance plan (deductible, coinsurance and maximum).

You, as the plan administrator, have an important role to play in informing your plan members about their group insurance plan. We also look to your support to give them all explanatory and administrative documents upon enrolment or upon request. We will help you show them where they can consult this documentation if it is not available in hard copy. If you have any questions, please feel free to consult your administrator's guide or to contact your local Account Executive or Client Relationship Manager.

This communiqué and past publications are also available on our website ia.ca.