

COMMUNIQUÉ

To Group Insurance plan administrators
Group insurance plan changes

Medical referrals

Governments and medical associations are working to reduce the administrative burden on physicians. In support of these efforts, and in line with industry practice, we no longer require medical referrals from our group insurance clients for access to paramedical care and services.

At iA Financial Group, we put people first. Adapting the way we do business reflects our commitment to supporting the overall wellbeing of group insurance plan members and their dependents.

Benefits for plan members

- Simplified access to paramedical care, services or treatments
- Faster processing of claims submitted in My Client Space and iA Mobile
- Enhanced experience
- Time savings

Updating contracts that include the medical referrals clause

This change will apply to existing contracts that include the medical referrals clause from September 1, 2024. We will then update the group insurance contract at the next renewal date.

Please note that affected plan administrators have already received a detailed communication to this effect.

Quebec government bill

With the Quebec government's announcement that it intends to table a bill to eliminate the requirement of a medical referral for reimbursement of medical care, services and equipment, we will continue to monitor any developments, as well as the CLHIA's willingness to work closely with the Ministère de la Santé et des Services sociaux to discuss the details and implementation of the announced direction.

As the bill has not yet been tabled and we only know the high-level orientations, we will clarify our position once we know all the details.

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

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.

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