

## Teladoc® Web Portal

In September 2019, we made a decision to enhance all Chambers Plan Extended Health options by including Teladoc's telemedicine service at no extra cost to Plan members. This allows all Plan members who hold an Extended Health benefit 24/7 virtual access to a doctor from anywhere in Canada or the US, even from the comfort of their own home. We trust this service has been helpful to you and your employees, particularly with the onset of the COVID-19 pandemic earlier this year. Since September, Teladoc was available only through the mobile app. While this remains a convenient way to access the service, we're pleased to announce that Teladoc has recently launched a web portal at <https://member.teladoc.ca/>, so members can now also access the service online using their desktop or laptop computers.

For members who have already registered using the mobile app, there is no need to complete a new registration. The same login credentials can be used for the app and the web portal. Additional information about Teladoc's telemedicine service is available to Plan Administrators on *my-benefits*® by clicking **Plan/Coverage** Forms in the left-side navigation menu.

## Update on Premium Adjustment Credits Due to COVID-19

Through the months of April, May and June, usage of Health and Dental coverage was lower than normal, so we opted to offer financial relief to Chambers Plan firms by applying retroactive adjustments to Health and Dental premiums. With the reopening of paramedical provider and dental offices, Health and Dental claims are back up; therefore, premium adjustment credits are no longer being applied. Should the COVID-19 situation change in the coming months, resulting in another significant decrease in claims, we will re-evaluate. We sincerely hope the credits applied through the spring were helpful to your business.

## The Value of Investing in Chambers Plan's Employee Assistance Program (EAP)

We have all been impacted by the COVID-19 pandemic, now for a prolonged period of time - jobs have been lost, social contact has been limited, and we have witnessed members of our communities, in some cases our own loved ones, suffer with the illness. This is punctuated with the undeniable stress on our mental health.

There has likely never been a more important time for employers to support their employees with access to professional mental health services.

Arete®, Chambers Plan's EAP provider, has recently published an independent study<sup>1</sup> that examines the monetary value of their specific EAP offering. The findings suggest that for every \$1.00 spent on the EAP offering, employers save \$7.50 on average due to improved employee productivity and reductions in sick time and disability. Chambers Plan EAP offers crucial and effective assistance to individuals at times when they need it most.

For more information, please contact your Chambers Plan Advisor or visit <https://www.chamberplan.ca/product/coverage-options>.

<sup>1</sup>Employer ROI for the Arete Employee Assistance Program <https://aretehr.com/employer-roi-for-the-arete-employee-assistance-program/>