

City of Regina Benefit Carrier Update

Regular reviews of employee benefit plans are necessary to ensure effective management, cost-efficiency and to strengthen understanding of trends in the employee benefits market.

The current insurers, Blue Cross and RBC Insurance, have administered the City of Regina's benefits for 12 and 20 years respectively without a review of the technology, claim options, customer service and coverage levels. In September 2018, City Council approved a Request for Proposal (RFP) for Benefit Carrier to go to market for review. This ensures that our purchasing practices are open and transparent.

We're pleased to announce that in early 2020, our employee benefit carrier will be changing to Manulife. All benefit programs will be administered under one carrier. This includes: Health, Dental, Group Life, Optional Life, Health Care Spending, Flexible Spending and Accidental Benefits.

When is the change taking effect?

The transition to Manulife will occur in early 2020. Continue to submit claims to Blue Cross as you normally do. We'll have more information to share in November, as we work through the transition.

How do I stay informed of the change?

Watch CityConnect for updates on the implementation plan, information sessions dates and ways to get involved.

Will my benefits be the same?

Yes. One of the goals of the RFP was to ensure the current plan design, maximums and benefits were met as a minimum requirement. There are no changes to maximums, benefits or coverage levels.

Are there any enhancements?

Yes. Manulife has several features that will be new to the City of Regina's benefit programs:

- Online health risk assessments, nutritional guidance and a reward-based fitness goal program (specific to enrolment in Health benefits)
- Website and a mobile app that is easy to use and navigate
- 12-hour call centre with 150 languages
- Case Managers available to provide support
- How-to videos on benefit topics

Will my premiums go up?

No. There are no changes to the current premiums you pay for benefits.

Will there be information sessions?

Yes. Benefit information sessions will be held in various locations throughout the City.

Can I get involved in the change?

Absolutely! The City's benefit team would be happy to have volunteers be a part of the change process. Stay tuned for more updates on how to get involved.

Please contact benefits@regina.ca for any inquiries. More information will be shared as we work through the details!