

Memorandum

To: **Full Time Employees with Health/Dental Coverage**
From: **Barb Desjardins, VP Corporate Services**
Date: August 12, 2021
Re: Desjardins - New Group Insurance Payment Card



If you have health or dental benefits under our group insurance plan, you should have received your new payment card in the mail by now, along with a letter explaining changes to your plan and the way your claims are processed.

Reminder: You have to start using your new card on August 23rd, 2021. Your old card will be deactivated on that date.

Starting on August 23rd, you'll also be able to access your new card in the Omni app or in your online account under Your account > Payment card.

Ensure to update your pharmacy with your new card information as of August 23rd. This also applies to automatic prescription renewals. They will need to know that the new carrier number is 51 with the TELUS Assure service.

Please note that with all the improvements underway, there will be some delays in claim payments and call centre wait times with Desjardins in August and September 2021.

If you have not received new payment cards sent to your home address by August 23rd, please contact Renee Quesnel at 705-674-4447 ext. 1006 or via email: rquesnel@sjudbury.com to confirm your address on file with Desjardins.

HOW TO REGISTER FOR ONLINE SERVICES

On your computer:

1. Go to desjardinslifeinsurance.com/planmember, click **Log on** and select **Group insurance** from the drop-down menu.
2. Click **Register now**.
3. Enter your group and certificate numbers (on your payment card) and follow the online instructions.

On your mobile or tablet:

1. Download the Omni app.
2. Tap **Sign up**.