



October 06, 2020

Dear Health Services Partners,

I would like to take this time to thank you for continuing to share our commitment to our customers' care and recovery during these challenging and unprecedented times. As the COVID-19 pandemic evolves, we continue to follow advice from federal and provincial public health agencies, as we navigate through B.C.'s Restart Plan together.

The health and safety of our business partners, employees and customers remains our number one priority and we are committed to support the continuity of care for our customers which has meant adopting some new ways of working. To assist you in supporting our customers, telehealth services continue to be temporarily funded on an as-needed basis to support the delivery of essential services to our customers. (Please note: these services must be provided in accordance with each health care provider's respective telehealth policy.)

As we move towards a new normal, we will continue to adjust as needed, and we will send further communications where necessary to alert you of any future changes.

I realize these are stressful times for you and the clients you are continuing to treat under these extraordinarily challenging circumstances. We are committed to providing you with timely and relevant information and know you may have questions. Please send your questions to us using the [Feedback Form](#) and our dedicated team will respond to your email within 24 hours.

Again, I would like to thank you for your continued commitment, support and understanding.

Best regards,

Chris Ryan
Senior Director, Claims Strategy and Programs