

## COVID-19 WEEKLY INDEMNITY CLAIMS Instructional Information for Members

- If you experience symptoms of COVID-19 or have a clinical diagnosis:
  - You should **not** attend the workplace.
  - A self-assessment tool is available at <https://covid19.thrive.health>.
  - Utilize support services through the medical system, and/or call the nurses line at 8-1-1.
- Contact the Union Office or Plan Office by phone or e-mail to initiate a WI claim:
  - Request that a claim form be e-mailed or mailed to you or print it directly off the Plan’s website <http://mct.planoffice.ca/>.
  - Complete the Employee’s Statement section of the claim form and include a statement that you are making a claim because you are experiencing COVID-19 related symptoms. Please ensure to provide your telephone number, e-mail address, and print clearly.
  - Submit the form directly to BC Life either by e-mail to [BCLife@pac.bluecross.ca](mailto:BCLife@pac.bluecross.ca) or mail.
- The Union Office will send the Employer Statement directly to BC Life by e-mail at [BCLife@pac.bluecross.ca](mailto:BCLife@pac.bluecross.ca). **You are not required to attend the workplace to have this section of the form completed.**
- Once both statements are received by BC Life, the Plan Adjudicator will contact you by telephone and will e-mail or mail you a “**Plan Member Confirmation of Illness Form**” for your completion, if appropriate.
- Submit the completed “**Plan Member Confirmation of Illness Form**” to BC Life.

**Please note, form submission by e-mail is much preferred as there could potentially be delays with regular mail.**

- Under the present circumstances, upon approval of your claim, WI benefits for a confirmed or suspected COVID-19 illness will be payable commencing on the 8<sup>th</sup> day of disability (following the normal waiting period). Note you may be eligible for sick pay through your employer during the first week of illness.
- The initial period of disability will be assumed to be two weeks in duration. Therefore, after accounting for the waiting period, payment of benefits for qualifying claims will initially be approved for one week.
- If your illness persists longer than 14 days, you will be required to provide additional medical evidence for consideration by BC Life in the adjudication of your claim.