



To: Members of the Retiree Benefits Plan      Date: February 7, 2023

From: BC Hydro Retiree Benefits

Subject: **Change to Sun Life's Pharmacy Benefits Manager**

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As you're enrolled in the BC Hydro retiree extended health care plan (Basic Plan or Extra Plan) provided through Sun Life, we wanted to let you know that on March 1, 2023, Sun Life is changing their pharmacy benefits manager.

**This change will have no impact to your prescription drug coverage under the BC Hydro retiree extended health care plan.**

Your extended health care coverage, the Sun Life contract (policy) number (150533), and your member ID number as shown on your current Sun Life card remain the same.

**What's changing?**

A pharmacy benefits manager is a company that helps Sun Life manage their drug plans, including processing your prescription claims at the pharmacy. On March 1, 2023, Sun Life is changing their pharmacy benefits manager to Express Scripts Canada.

**What does this mean?**

This should have no impact to your experience at the pharmacy and your prescription drug coverage is not changing. It's a change managed in the pharmacy's system. Sun Life is working directly with pharmacies across Canada and the change will happen automatically in the pharmacist's system.

**Your Sun Life prescription drug card**

It's always helpful to have your drug card with you when visiting your pharmacy. You'll receive a new Sun Life drug card (with the Express Scripts Canada logo on it) by summer 2023. In the meantime, you can continue to use your current Sun Life card until you receive your new card; or you may get an updated card from the Sun Life mobile app or website as of March 1, 2023, as outlined below.

To view your updated drug card on the my Sun Life mobile app and to use it at the pharmacy, follow these simple steps:

- Download and sign into the my Sun Life mobile app
- Under the "Benefits" menu select **Coverage card**, and then **Drug card**

To print your updated drug card, you can go to [mysunlife.ca](https://mysunlife.ca). Here's how to find it:

- Once you sign into [mysunlife.ca](https://mysunlife.ca), go to **"Coverage Information"**
- Under "Resources", select **Print my coverage card(s)**.

If you download your card before March 1, 2023, you'll still see the old Assure logo. The new card will be updated to include Express Scripts Canada's logo on March 1, 2023. All other information on the card remains the same.

Please note that if you have dependents covered under the extended health plan, you may want to provide them with a copy of the new card (from the mysunlife.ca site) until you get your new physical drug card (by summer 2023). If you have a spouse covered under the plan, you'll receive a new card for yourself and for your spouse (your name will be on both cards).

### At the pharmacy

If you experience any issues at the pharmacy, you can advise your pharmacist that Sun Life's new pharmacy benefits manager is Express Scripts Canada (as of March 1, 2023). They'll know what this means and will update your profile in their system. You may also show them your updated digital drug card from the Sun Life mobile app or printed copy from mysunlife.ca until you receive your new Sun Life card.

### Questions?

If you have questions about the upcoming changes to your pay direct drug card or need help while you're at the pharmacy or to view or print your Sun Life card, please contact Sun Life's Client Care Centre at 1-800-361-6212. They're available Monday to Friday, 5 a.m. to 5 p.m. PT.

**Remember, your prescription drug coverage under the BC Hydro retiree benefits plan is not changing.**

## RETIREE CONTACT INFORMATION

Contact Information	
<ul style="list-style-type: none"> <li>• Report the death of a BC Hydro pensioner or spouse</li> <li>• General information about the pension plan</li> <li>• Submit or change a Power of Attorney</li> </ul>	<b>BC Hydro Benefits &amp; Pension Centre</b> 1 888 353 9123 (Mon-Fri 7am to 4pm) Employee.Benefits@bchydro.com
<ul style="list-style-type: none"> <li>• Change of address or banking information</li> <li>• Information about pension payments or adjust tax deductions</li> <li>• Questions about your T4A</li> </ul>	<b>RBC Investor Services</b> 1 800 668 1320 (Mon-Fri 5am to 5pm) benefpay@rbc.com
<ul style="list-style-type: none"> <li>• Questions about your coverage under the Retiree Extended Health plan</li> <li>• Questions about your dental HSA claim</li> <li>• Information on emergency medical travel coverage</li> </ul>	<b>Sun Life</b> 1 800 361 6212 (Mon-Fri 5am to 5pm) mysunlife.ca Policy 150533
<ul style="list-style-type: none"> <li>• General information about retiree benefits</li> <li>• Making changes to your Extended Health Care coverage</li> </ul>	<b>BC Hydro (Retiree Line)</b> 604 694 8600 or 1 800 663 1339 Pension.RetireeBenefits@bchydro.com