

HIGHLIGHTS 2019

GOVERNANCE

Section 4



- Held an annual strategic planning meeting that included presentations on Drug Data Analytics and the impact of coverage of cannabis on benefit plans.
- Completed an assessment of the Board's committees.
- Met with the Board of the Public Service Alliance of Canada.

REPORTING

Section 6.4



- Analyzed cost savings related to Product Listing Agreements.
- Performed extensive reviews of the Drug Benefits.
- Conducted analysis to estimate potential cost-shifting of changes introduced to provincial/territorial health care plans.
- Conducted research related to emerging medications.

MANAGEMENT

Section 6.1



- Provided technical support to the Partners Committee in its renewal discussions.
- Facilitated plan change cost analysis for the technical committee.
- Provided technical support to the Technical Committee with regard to minor plan amendments.
- Collaborated with TBS in its re-tendering initiative.

APPEALS

Section 6.5



- Received 501 appeals in 2019, a 2.5% decrease over 2018.
- 62.1% of appeals were related to the level of benefit or a decision by the Plan Administrator, 37.9% concerned coverage or eligibility issues.
- 9% of appeals were upheld, 89.9% were denied, and 1.1% were deferred pending additional investigation.

AUDIT

Section 6.2



- Completed a detailed risk assessment, which informed the development of the three-year Risk-Based Audit Plan.
- Supported an auditing firm and the Plan Administrator to facilitate the Data Warehouse and Reporting Integrity Audit.
- Conducted a vision care and laser eye surgery spot audit.
- Conducted a Privacy audit of Sun Life.

COMMUNICATIONS

Section 6.6



- Conducted a second online survey on the uptake and satisfaction with Sun Life's Digital Services that were introduced in April 2018.
- Uploaded 11 monthly articles to the PSHCP Administration Authority's website.
- Updated the PSHCP Communications Strategy.
- Provided oversight of the Plan Member Satisfaction Survey and the Provider Satisfaction Survey.