

HIGHLIGHTS FOR 2020

MANAGEMENT

- Maintained productivity amid global pandemic.
- Successfully completed office relocation.
- Obtained a high-level estimate of costs associated with possible Plan design modifications.
- Worked in partnership with TBS to develop the Request for Proposal (RFP) for the next PSHCP Contract and participated in the technical bid evaluation process in late 2020.

AUDIT

- Completed a detailed risk assessment, which informed the development of the Three-Year Risk-Based Audit Plan.
- Developed the 2021-2023 Risk-Based Audit Plan.
- Launched the Data Warehouse and Reporting Integrity Audit.

REPORTING

- Quantified the potential annual financial impact of certain policy changes introduced to provincial and territorial health insurance plans.
- Completed research and analysis on the impact of specialty drugs overall for the PSHCP.
- Conducted research related to emerging medications.

APPEALS

- Received 407 appeals in 2020, a 19% decrease over 2019.
- 66.2% of appeals were related to the level of benefit or a decision by the Plan Administrator, 33.8% of appeals concerned the effective date of coverage or a request for a refund of contributions.
- The Appeals Committee heard 333 appeals, of which 11.1% were upheld, 87.7% were denied, and 0.9% were deferred pending additional investigation.

COMMUNICATIONS

- Updated the PSHCP Administration Authority's website to increase its user experience.
- Updated the PSHCP Communications Strategy.
- Conducted an online survey to gauge members' overall satisfaction with communications related to temporary Plan changes during the pandemic.

GOVERNANCE

- Supported the development of a stakeholder outreach strategy to seek the Partners Committee support for ongoing and upcoming initiatives.
- Reviewed the strengths and areas for improvement identified in the 2020 Board Peer Assessment.
- Supported the organization as it adapted to the new work environment imposed by COVID-19.