



PEBT Update

November 27, 2025

PEBT Your benefits, your health



**Public Education
BENEFITS TRUST**
Your benefits, your health

Land acknowledgement

We would like to acknowledge this meeting is being held on the traditional and unceded territory of x^wməθk^wəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) First Nations.

Our work is spread across the homelands of thousands of First Nations peoples in what is currently known as British Columbia. All participants are encouraged to reflect, acknowledge and honour, in your own way the First Nations' land on that you live, work and play.

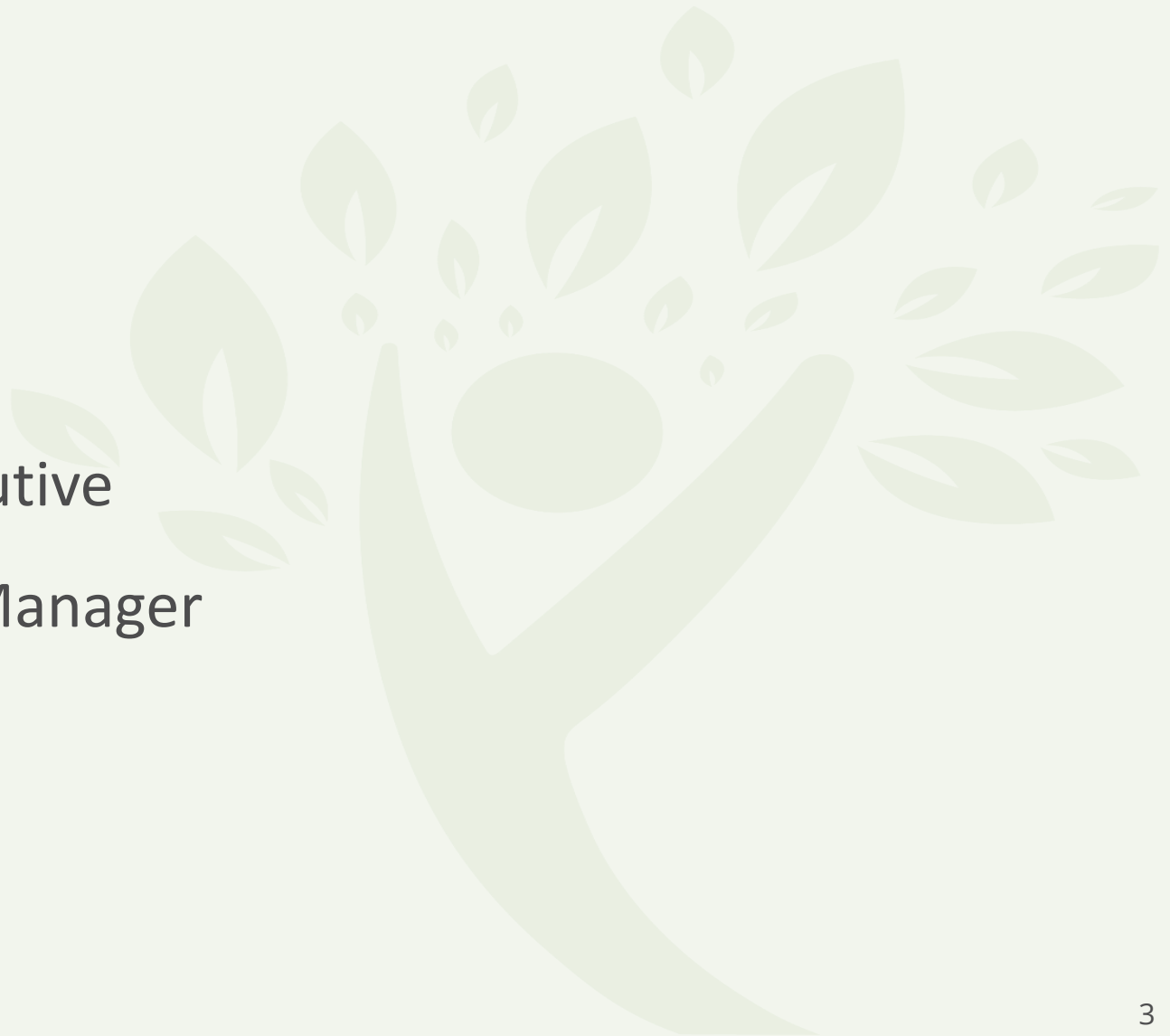
PEBT and PBC

Alison Coelho, Trust Secretary

John Trieu, Consultant

Marcell Szlavy, PBC Account Executive

Veronica Olsen, Group Business Manager



Agenda

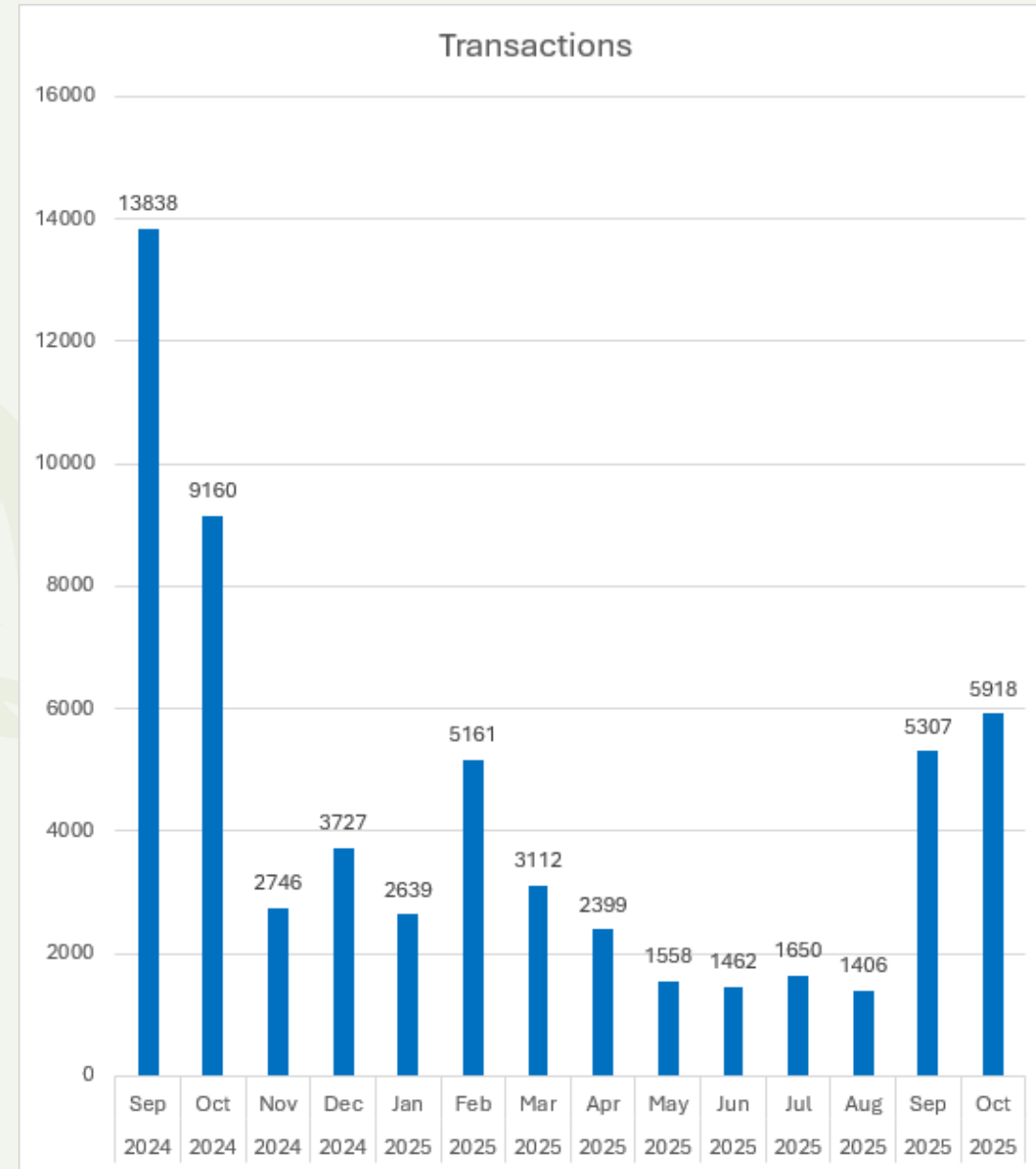
- Administration update
- ADMINnet upgrades
- What's new/upcoming to support administrators
- PEBT website
- Questions



Administration Update

Administration Update

- **Inquiries Sep 1, 2024 – Oct 31, 2025:** 60,083
- **Highest volume:** September 2024
- **Average turnaround time:** 7.9 days over the last 12 months
- **Current turnaround time:** 8 days
- **Outstanding tasks as of Nov 25:** 37
- **Most common inquiries:** enrollment eligibility related to LTD, and the late applicant process
- **Heads up:** PBC is transitioning to a new WorkFlow Management System.



Over-age Dependent Reconfirmation Process

- PBC sends reports to benefits administrators 3 months before a minor child's birthday
- If the minor is certified as a student, they remain a student until the next September 30th
- If they are not certified, coverage will terminate at the end of their birthday month
- The student recertification process runs in July each year and identifies all dependents who are enrolled as a student and asks for confirmation of student status by September 30th of that year
- Coverage for any student who does not recertify will be terminated September 30th
- Coverage can be reinstated if a student returns to school or is otherwise found to be eligible

Email address is not mandatory - but is important!

- 2 Employee
- 3 Member
- 4 Family Members
- 5 Benefits
- 6 Beneficiary
- 7 Coverage with Other Insurance Companies
- 8 Enroll

Member Information

ID ?
Class *
Division *
Subdivision

Personal Info

First Name ? *
Last Name ? *
Middle ?
Gender *
Birthdate ? *
Language *

Address

Address (Line 1) *
(Line 2)
(Line 3)
City
Province *
Postal Code ?
Country *

Phone and Email

Home Phone
Office Phone
Email Address ?

Salary defaults to annual frequency – always enter annual salary

Salary

Only applicable if member is enrolling for benefits that are based on salary, such as life and/or disability insurance

Frequency  *

Amount 

View member enrollment summary

ADMIN net **PACIFIC BLUE CROSS**

Home Policy Enrollment Reports Resources Account Contact Sign Out

Welcome, **Plan Admin User** Policy: [redacted] Change ID: Not Selected Change Member Change As Of 11/27/2025

Add plan member 100789456

i We have received your member's enrollment information.

Please keep the original enrollment form for your records. To view or print another copy of the form, click **"View Member Enrollment Summary"** below. Please note that this form is only available to view or print at the time of enrollment.

If you require more information about the enrollment process, please consult your User Guide.

Member Enrolled

[View Process Responses](#) [View Member Enrollment Summary](#) [View Coverage](#)

[Add another member](#) [Waive Waiting Period for all Benefits](#)

Blue Cross - Work - Microsoft Edge

://service-demo.pac.bluecross.ca/ACESWeb/Pages/Enrollment/CertificateEnrollmentSummary.aspx?certid=3807362

ADMIN net [Need help? CONTACT US](#)

Enrollment Summary

Summary Effective	Nov 27, 2025
Policy	[redacted]
Member	[redacted]

[Print this page](#)

Plan Member	New T Employee		
Birthdate	May 15, 1985	Gender	Prefer not to disclose
Home Phone		Correspondence Lang	English

Terminations – retirement reason allows extension of benefits

Member Information

Member Summary

ID Number	[REDACTED]	Division	2
PHN Number		Subdivision	
Family Cat.	Family	Section ID	
Prov of Billing	British Columbia	Class	3
Country	Canada	Plan Code	[REDACTED]
Status	Terminated	Employer	[REDACTED]
Status Reason	Retired	Coverage Effective	
		Terminates	Feb 21, 2025

[Reinstate](#) [Update Country/Province](#) [Transfer Div/SubDiv/Sec](#)

[Transfer Class/Plan](#)

[Change Benefit Termination Dates](#) ←

Terminations – retirement reason allows extension of benefits

Member Information

Member Summary

ID Number	[REDACTED]	Division	2
PHN Number	[REDACTED]	Subdivision	[REDACTED]
Family Cat.	Family	Section ID	[REDACTED]
Prov of Billing	British Columbia	Class	3
Country	Canada	Plan Code	[REDACTED]
Status	Terminated	Employer	[REDACTED]
Status Reason	Retired	Coverage Effective	[REDACTED]
		Terminates	Feb 21, 2025

Change Benefit Termination Dates

You may edit the termination date of any benefits that were active immediately prior to the member's termination. Use the 'Edit' button located to the right of each benefit line in order to execute a change to the termination date of that benefit.

Benefit	Status	Eff Date	Exp Date	
Health	Terminated	Mar 01, 2007	Feb 21, 2025	 Edit
Dental	Terminated	Mar 01, 2007	Feb 21, 2025	Edit
Life Insurance	Terminated	Mar 01, 2007	Feb 21, 2025	Edit
AD&D	Terminated	May 01, 2024	Feb 21, 2025	Edit
Short Term Disability	Terminated	May 01, 2024	Feb 21, 2025	Edit
Long Term Disability	Terminated	May 01, 2024	Feb 21, 2025	Edit

Reinstate

Update Country/Province

Transfer Div/SubDiv/Sec

Transfer Class/Plan

Change Benefit Termination Dates



ADMINnet Upgrades

ADMINnet Upgrades

Available now

- Benefit coverage effective date by benefit
- Termination date by benefit for retirements
- Removal of the 90-day restriction on retroactive terminations and transfers
- Allowing reinstatements with a future reinstatement effective date

Upcoming

- Easier upload for mass salary changes – 2026
- Additional information regarding the Life benefit on ADMINnet and Member Profile – Q2-Q3 2026
- Digital ID Card – Q2 2026
- Digital Member Enrollment

Support Available

- **PEBT Admin Reference Materials Guide** is available on PEBT's SharePoint and includes:
 - PEBT Supplemental Administration Reference Guide – to used in conjunction with the ADMINnet guide: <https://pac.bluecross.ca/adminnetguide/>
 - PEBT ADMINnet Q&A
 - [PEBT Benefits FAQ's](#)
 - [Mass Salary Loader](#)
 - [Core LTD Enhancement Reimbursement Process Guide](#)
- PBC Enrollment Support: enrollment@pac.bluecross.ca
- Jason Franklin at PBC: jfranklin@pac.bluecross.ca
- PEBT website: www.pebt.ca

SharePoint

PEBT has an administration SharePoint site for sharing information between districts and PEBT.

- Use your SharePoint folder to transfer sensitive information to PEBT instead of email
- Post your Core LTD Enhancement reimbursement reports
- Post you Medical Monitoring reimbursement reports
- Access most up-to-date administration guides
- Review who has access – send the PEBT updates for additions/deletions
- Contact Lori Lofthaug if you need access at lori.lofthaug@pebt.ca



What's new and upcoming

Recent PEBT website campaign

- Explore our website
- Use the promotional content provided to spread the word to colleagues and members
- It's not too late!

PEBT Learning Roadmap

Online Resources Library



Bi-annual events

Conferences and Regional Meetings



In meeting training

Onboardings, district JEIS meetings, topic-specific and followed by a facilitated discussion



Skill-building modules

Focus on responsibilities by role, what they are, why they matter and how they are done



Targeted Orientation (live video or in person)

Meet and greet with staff, assessment of current plan knowledge and skills, more detailed layered learning with the opportunity to ask questions and engage in learning techniques to reinforce knowledge



Joint Orientation (video)

A 15–20 minute self-directed video for new administrators, union representatives, and leaders to familiarize themselves with PEPT at a general level.



PEBT

Your benefits, your health

Orientation and Training Modules

We created a joint orientation for district benefits administrators and local union reps

PEBT Program Benefits

Overview
Member Benefits >
Making Claims
Forms
summary of benefits

Administration Resources

PEBT has a variety of tools & documentation to support districts and union locals in providing effective and consistent support across BC.

PEBT Orientation



Skill-building modules

Skill building modules for district administrators and local union representatives coming soon!

Orientation covers:

- *What is the PEBT*
- *Benefits provided*
- *Where to find administration support*

Training modules will be created for topics such as:

- *How to get set up as a PEBT benefits administrator*
- *Enrollment 101*
- *LTD claim administration*

JEIS Referral Toolkit

- Step by step instructions
- Links to forms and other supporting resources
- Communication recommendations

A toolkit for return-to-work planning and implementation is also coming soon!

Joint Early Intervention Services (JEIS)



Overview
What to Expect
Step By Step Procedures >
JEIS Referral Toolkit >
1. Send JEIS Referral
2. Notify the Union
3. Contact Member – by union
4. Desjardins Outreach
5. Member Contact – by school district
6. Contact member – longer term absences
Roles & Responsibilities >
JEIS Resources

JEIS Referral Toolkit

The **Joint Early Intervention Service (JEIS)** is a confidential and supportive program by the Public Education Benefits Trust to help unionized support staff who are off work due to illness or injury. JEIS connects members with health care management professionals from Desjardins Insurance, who offer early support, coordinate care, and assist with recovery and return-to-work planning. The goal is to ensure that members receive the right support at the right time, so they can focus on their recovery and return to work in a healthy and safe way.

This toolkit is designed to help school districts and local unions confidently navigate the JEIS referral process and provide effective support throughout the member's absence. Click on each step below for more information. Questions can be directed to [the PEBT](#).

- 1 SEND JEIS REFERRAL – DAY 6**
School District
- 2 NOTIFY THE UNION – DAY 6**
School District
- 3 CONTACT MEMBER – DAY 7**
Union Local
- 4 DESJARDINS OUTREACH – BY DAY 8**
Desjardins
- 5 CONTACT MEMBER – WEEK 3**
School District
- 6 CONTACT MEMBER – ONGOING**
School District

JEIS and LTD Videos for members



Support videos you can easily send to unionized support staff referred to JEIS or applying for LTD.

JEIS Posters

Various posters are available on the website

Print or use online to increase awareness of JEIS

BE PREPARED

Learn about the Joint Early Intervention Services (JEIS) before you need them.

Helping members return to work in a caring, safe and timely manner.



PEBT Forms Updates

- The Enrollment form is now fillable
- Work to make the other administrative forms fillable is ongoing

A member brochure about the PEBT will be created in 2026 to include in a new hire package to assist with communicating the benefits program to unionized support staff.

We're on LinkedIn



A screenshot of the LinkedIn profile for the Public Education Benefits Trust (PEBT). The profile header includes the PEBT logo, the full name "Public Education BENEFITS TRUST", and the tagline "Your benefits, your health". A small photo of a man reading a book is visible in the top right corner. The page description states: "Supporting the health and wellbeing of unionized support staff workers in BC's K-12 public schools Insurance and Employee Benefit Funds · 15 followers · 0-1 employees". A notification says "Lorelei works here" with a "Following" button. Navigation tabs for "Home", "About", "Posts", "Jobs", and "People" are present. The "Overview" section describes the trust as a jointly funded healthcare fund for unionized support staff in BC's K-12 schools, with trustees appointed by CUPE and BCPSEA. The "Page posts" section shows two recent posts: one asking "Did you know?" about the Board of Trustees meeting, and another stating "PEBT is unique — we are jointly trusteeed, meaning our Board is made up of both employer and union representatives." Below the second post is a graphic titled "Members supported by:" listing "Employers", "Unions", and "Trustees" with plus signs.

Conference – February 24 and 25, 2026

Location: Radisson Hotel Vancouver Airport in Richmond

An excellent opportunity to:

- Network with peers
- Learn about the PEBT
- Share and learn best practices
- Review mental health support strategies
- Hear about new health support innovations on the horizon

Conference Agenda

TUESDAY FEBRUARY 24TH

10:00am – 11:30am Pre-conference Workshop

1:00pm – 1:15pm Conference Welcome

1:15pm – 2:15pm Tools to Support Complex Absences

2:15pm – 3:15pm Demystifying Digital Health

3:15pm – 3:45pm Refreshment Break

3:45pm – 5:00pm Dr. Kevin Alderson

5:00pm – 7:00pm Reception

WEDNESDAY FEBRUARY 25TH

8:00am – 9:00am Breakfast *(provided)*

9:00am – 10:00am Lessons from Effective Return-To-Work Plans

10:00am – 10:15am Refreshment Break

10:15am – 11:00am PEBT Update

11:00am – 12:00pm What Great Collaboration Looks Like

12:00pm – 1:00pm Lunch *(provided)*

1:00pm – 2:15pm Dr. James Makokis

2:15pm – 2:30pm Q&A and Closing Remarks



Public Education
BENEFITS TRUST

PEBT

PEBT

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Questions



THANK YOU!

For more information contact:

PEBT Office

6222 Willingdon Ave Burnaby BC V5H
0G3

Phone: 604-292-0288

Fax: 604-291-1194

Toll Free: 1-877-585-7328

Web: www.pebt.ca