



PEBT Update: Practical Tools, Resources and What's New

May 21, 2026

PEBT

Your benefits, your health



Land acknowledgement

We would like to acknowledge this session is being held on the traditional and unceded territory of Syilx Okanagan People.

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.

Introductions

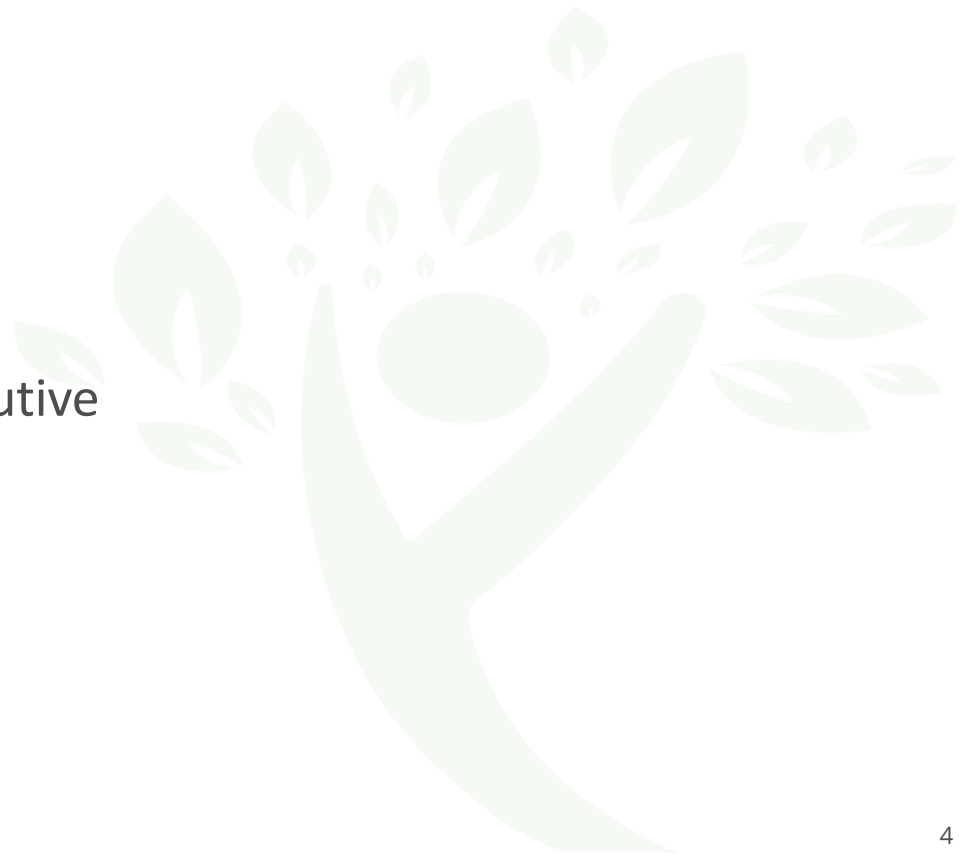


PEBT and PBC

Alison Coelho, Trust Secretary

John Trieu, Consultant

Marcell Szlavy, PBC Account Executive



Agenda

- PEBT Update
- Orientation and Training Modules
- Resources
- PEBT Toolkits
- Administration/ADMINnet update
- Q&A



PEBT Update



PEBT Update

Purpose

To support members through their disability and deliver quality health benefits and services

Vision

Excellence in benefit delivery for member health and wellbeing

Values

Member Focused,
Do What's Right,
Work Together,
Accountable

3 areas of focus for strategic initiatives:

1. Operational Excellence
2. Member Health and Wellbeing
3. Engagement

Strategic Objectives



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Strategic Initiatives

Objective	Short-Term Initiatives
 Operational Excellence 	1. Governance Manual 2. Core LTD funding registrar 3. Optimizing Core LTD cashflow
 Member Health and Wellbeing 	1. Create collaborative plan to improve RTW outcomes 2. Update District JEIS Committee best practices guide 3. Re-introduce annual PEBT/HCMS meeting
 Engagement 	1. Review communications strategy to align with strategic plan 2. PEBT learning roadmap 3. Tool kits and communications resource catalogue



Orientation and Training Modules

PEBT Learning Roadmap

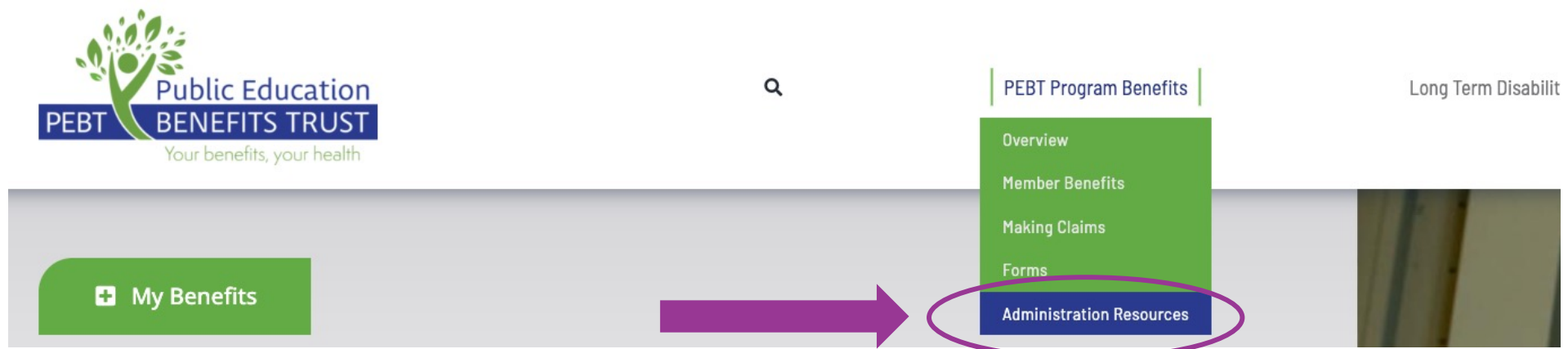
Online
Resources
Library



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PEBT Orientation and Training Modules



www.pebt.ca

PEBT Orientation



Skill-building modules



Training Modules

- 1 **Getting started for administrators**
- 2 **Roles & supporting information**
- 3 **Managing Benefit Records**
- 4 **Processing Financial Transactions**
- 5 **Medical Monitoring Reimbursement**

PEBT Learning Roadmap

Online
Resources
Library



PEBT

Your benefits, your health

Resources



Resources

- ***NEW* Semi-Annual**
- **PEBT Connect newsletter**
- Videos to share with members
- Posters
- Email inserts
- Guides



APRIL 2026
PEBT CONNECT
PROVIDING PRACTICAL RESOURCES FOR EASIER BENEFITS ADMINISTRATION

**KEY TIPS**

Member signature requirements for Enrollment and Change Forms

Districts have the option to use paper forms, electronic forms, or PBC's new digital member enrollment tool. To avoid issues or delays with life and AD&D claims, it is very important to ensure Enrollment and Change Forms are signed using a format accepted by the benefit providers. You can find details on acceptable signature formats on the PEBT Benefits FAQ page under the question "**What are the member signature requirements for Enrollment and Change Forms?**" 

**WHAT'S NEW**

JEIS & RTW Toolkits — Practical Supports for Better Absence Outcomes

Introduced at the 2026 PEBT Conference, we're pleased to share new resources, now available on  **pebt.ca**:

- JEIS Referral Toolkit 
- RTW Toolkit 

Each includes practical, field-tested tools already in use in several districts to support employees through complex and mental health-related absences, maintain connection to the workplace, and improve return-to-work outcomes. One of the many tools available we encourage you to check out is our customizable **Absence FAQ**. 

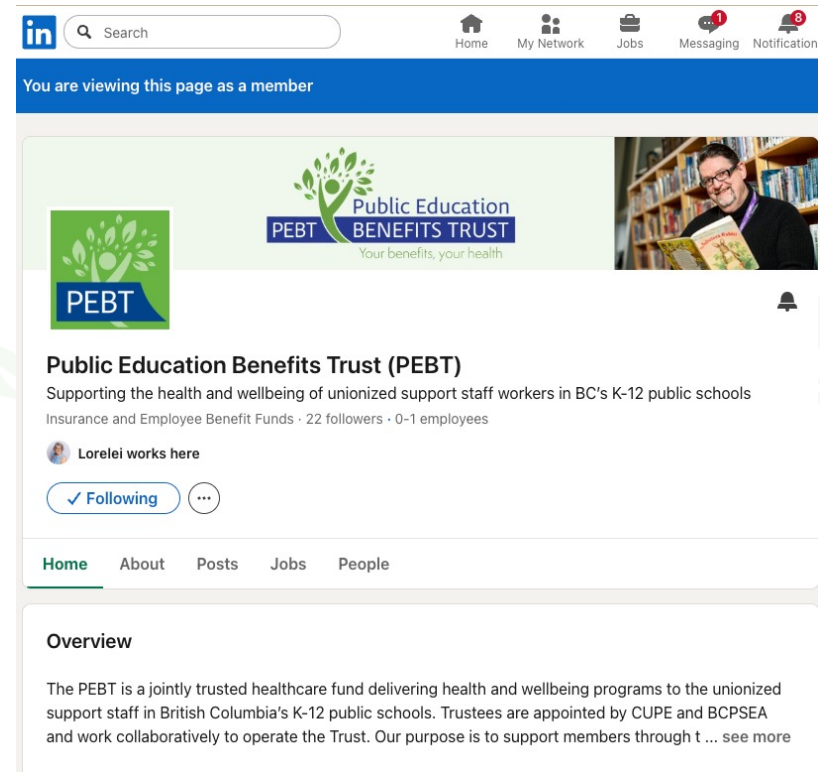
Orientation and Skill-building Lessons

When you are new to your role as a benefits administrator, there is a lot to learn. To support you, we are excited to launch our recently created PEBT orientation session and skill-building lessons for administrators. These on-demand learning sessions span 10 to 25 minutes, depending on the topic.

LinkedIn

We're on LinkedIn!

- Follow us for information and updates
- Like, share and re-post to increase awareness of PEBT benefits



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 your Medical Monitoring reimbursement reports
- Access most up-to-date administration guides

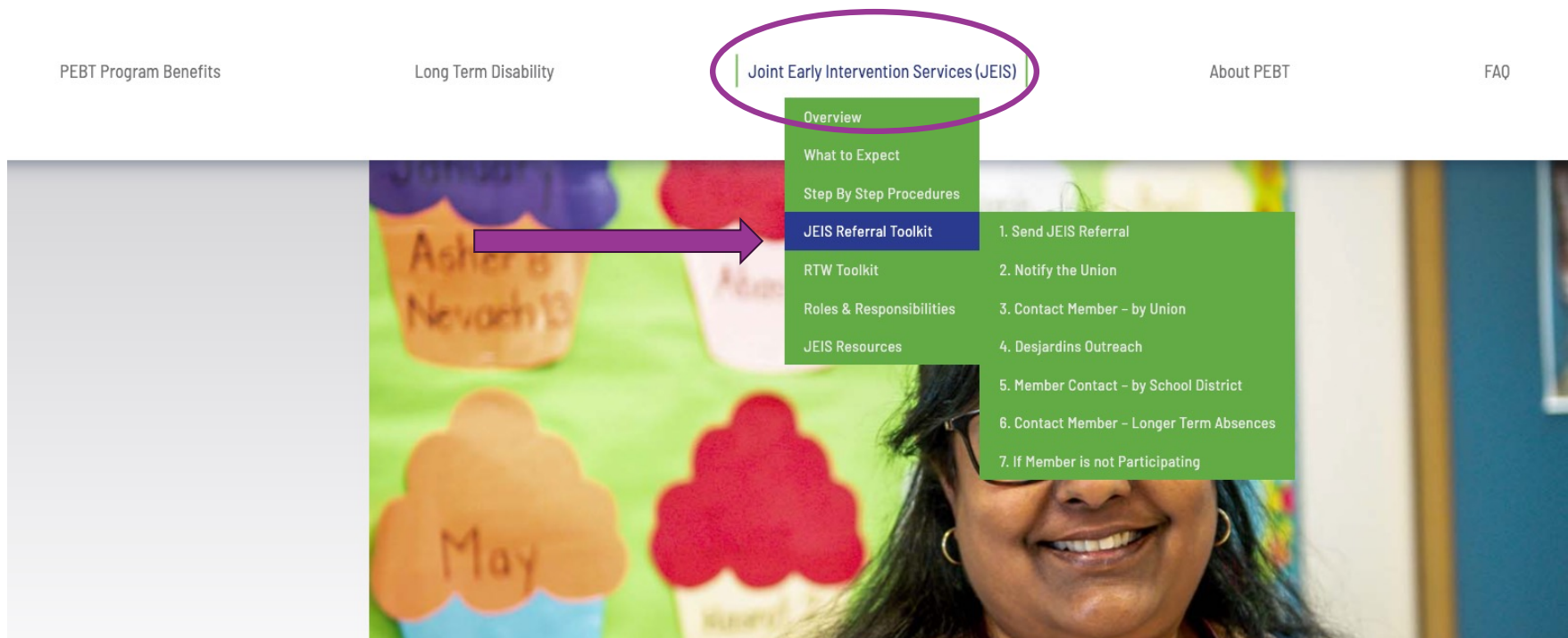
Review who has access – send the PEBT updates for additions/deletions
Contact Lori Lofthaug if you need access at lori.Lofthaug@pebt.ca



PEBT Toolkits



JEIS Referral Toolkit



JEIS Referral Toolkit

JEIS Referral Toolkit

The **Joint Early Intervention Service (JEIS)** is a confidential and supportive program by the Public Education Benefit unionized support staff who are off work due to illness or injury. JEIS connects members with health care management from Desjardins Insurance, who offer early support, coordinate care, and assist with recovery and return-to-work plans. 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 support throughout the member's absence. Click on each step below for more information. Questions can be directed to [jeis@pebt.ca](#).

- 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
- 7** **MEMBER NOT PARTICIPATING**
Union Local

Send a District-Specific Absence FAQ (Day 7)

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
7. If Member is not Participating
Roles & Responsibilities >
JEIS Resources

Our team is designed to help school districts and local unions effectively manage the process and provide the best possible support throughout the member's absence. Click on each step below for more information. Questions can be directed to [the PEBT](#).

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RTW Toolkit >

Roles & Responsibilities >

JEIS Resources

Who should contact the member

- > Ideally, the **union**, but school district staff may do this if needed.

How should you contact members

- > Phone calls are usually the most effective, as members often have questions and benefit from a real-time, supportive conversation.
- > Let them know they've been referred to JEIS, and explain that it's a supportive, confidential program to assist in recovery and return to work.
- > Use the JEIS Contact Script [\(English\)](#) [\(French\)](#).

What resources should you share

- > Let them know you will email them a [JEIS video link](#) and a JEIS Email Insert [\(English\)](#) [\(French\)](#).
- > To reduce member anxiety and minimize routine questions, provide a brief Absence FAQ sheet [\(English\)](#) [\(French\)](#) customized for your school district and local union. We've compiled the most frequently asked questions based on member surveys — add your local details to make it more relevant.

2

NOTIFY THE UNION – DAY 6
School District

4

DESJARDINS OUTREACH – BY DAY 8
Desjardins

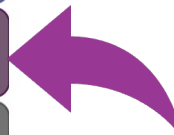
District Check-in by Week 3

Then monthly or as appropriate

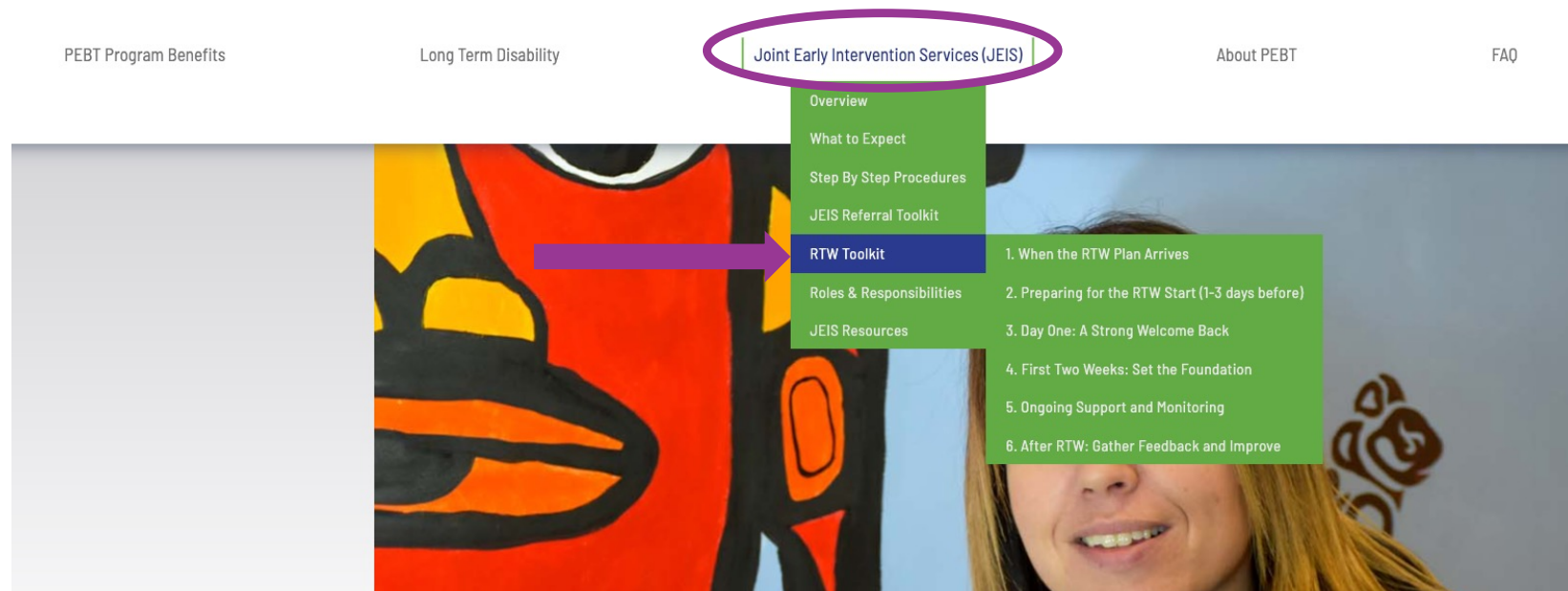
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Return-To-Work Toolkit



What We See In Strong RTWs

Patterns of Successful Returns

1. Clear expectations and alignment
2. Respectful peer culture
3. Early feedback loop



RTW Toolkit





Four Tools From the RTW Toolkit

1. Member RTW Quick Guide
2. Supervisor RTW Guide
3. How to Welcome a Co-Worker Back
4. Member RTW Feedback Template



PBC Administration Update



PBC Upgrades at a Glance

Recent Enhancements

- 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

New Enhancements

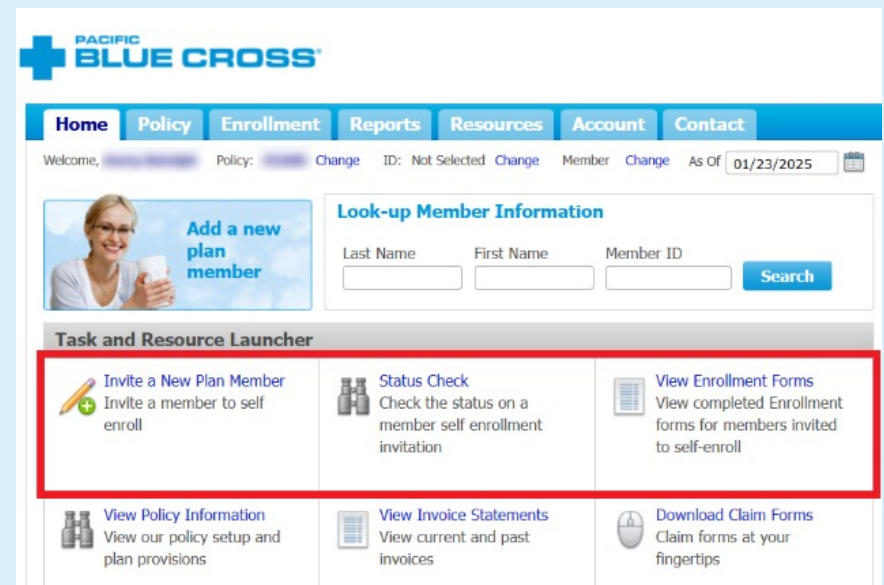
- Welcome emails include Policy # and ID
- Digital ID Card
- Digital Member Enrollment

On the Roadmap

- Termination date by benefit for multiple termination reasons
- Fully Digital Student Recertification
- Easier upload for mass salary changes
- Additional information regarding Life benefit on ADMINnet and Member Profile
- Digital Member Enrollment: Set different benefit start dates
- Digital beneficiary updates

Digital Member Enrollment (DME)

- Earlier this year we hosted a DME launch presentation
- While not trying to discourage use, we highlighted potential gaps for districts (differing benefit start dates)
- Temperature check: How is (or isn't) DME going for your district?
 - *What works? What doesn't?*
 - *If you aren't using it at all: What are the barriers?*
- Heading into the Summer may be a great time to try it out!



PACIFIC BLUE CROSS

Home Policy Enrollment Reports Resources Account Contact

Welcome, [Name] Policy: [Policy] Change ID: Not Selected Change Member Change As Of 01/23/2025

Add a new plan member

Look-up Member Information

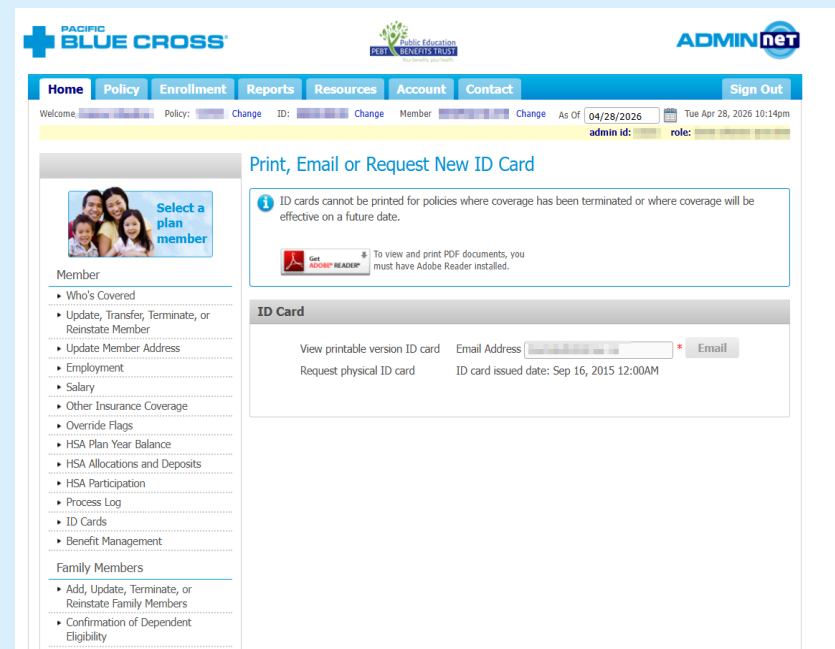
Last Name First Name Member ID Search

Task and Resource Launcher

 Invite a New Plan Member Invite a member to self enroll	 Status Check Check the status on a member self enrollment invitation	 View Enrollment Forms View completed Enrollment forms for members invited to self-enroll
 View Policy Information View our policy setup and plan provisions	 View Invoice Statements View current and past invoices	 Download Claim Forms Claim forms at your fingertips

Digital ID Cards

- May 2026: Transitioned to a digital-first ID card experience
- Welcome emails now include Member ID and Policy details
 - No waiting for cards by mail
 - Reduced administration — no internal card distribution required
 - Members can create a Member Profile account as soon as coverage is active
- Digital ID cards available anytime through Member Profile or mobile device
- Apple Wallet and Google Wallet integration coming soon
- Physical ID cards remain available upon request
- Members without an email on file will automatically receive a mailed physical card



New Reports on ADMINnet

- Recently added to ADMINnet
- Coverage Summary (by employee) earnings, volumes
- Covered Lives by Month and Family Category (by line of benefit) totals by month

The screenshot displays the ADMINnet web application interface. At the top, there are logos for Pacific Blue Cross and PEBT (Public Employees' Benefit Trust). Below the logos is a navigation bar with tabs: Home, Policy, Enrollment, Reports, Resources, Account, and Contact. The 'Reports' tab is currently selected. A user profile bar at the top right shows the user's name, role (client solutions specialist), and login details. The main content area is titled 'On Demand Reports' and contains an information box explaining how to request and view reports. Below this, a table titled 'Request Reports' lists various report options. The 'Coverage Summary - Web' report is highlighted with a blue border and a selected radio button.

Report Name
☐ ASO Claim Statement HSA - Web
☐ Claims Paid by Category - Web
☒ Coverage Summary - Web
☐ Covered Lives by Month and Family Category - Web
☐ Drugs by Therapeutic Category - Web
☐ Enrolment Statement - Web
☐ HSA Credit Balance - WEB
☐ Premiums Billed by Member - Web
☐ Top Drugs by DIN - Web

Reports on ADMINnet



Coverage Summary As of Apr 28, 2026 Sorted by Name

Client Name: Public Education Benefits Trust

Policy: [REDACTED]

Division: 2 Subdivision:

Employee Name	ID	Class	Depts	Earnings	Freq	Life	Life Eligible Amount*	Dep Life	STD	STD Eligible Amount*	LTD	LTD Eligible Amount*	Health	Dental
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Couple	Couple
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Couple	Couple
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Family	Family
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Couple	Couple
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Family	Family
[REDACTED]	[REDACTED]	1	Yes	[REDACTED]	ANN	[REDACTED]	[REDACTED]				[REDACTED]	[REDACTED]	Family	Family

Reports on ADMINnet



Members by Month and Family Category by Sponsor

From Jan 1, 2026 To Apr 29, 2026

Sponsor: Public Education Benefits Trust							
Benefit	Month	Single	Couple	Family	Sub total	Waived	Total
Dental	Jan 2026	192	305	523	1,020	47	1,067
	Feb 2026	193	303	524	1,020	49	1,069
	Mar 2026	191	300	521	1,012	48	1,060
	Apr 2026	194	304	528	1,026	48	1,074
Health	Jan 2026	203	313	543	1,059	44	1,103
	Feb 2026	203	312	546	1,061	44	1,105
	Mar 2026	203	310	544	1,057	44	1,101
	Apr 2026	202	310	548	1,060	44	1,104

Report

Benefit	Month	Single	Couple	Family	Sub total	Waived	Total
Dental	Jan 2026	192	305	523	1,020	47	1,067
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Administration Tips

Student Recertification

Student Recertification Process:

- The Student recertification letters are sent out by PBC on June 30th
- Members have until September 30th to recertify their Dependent students;
 - If recertified, they remain a student until September 30th the following 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

July timeline gives student time to decide if they are returning to school next semester.
PBC is working to fully digitize this process, making administration more efficient.

Administration Tips

Overage Dependent Confirmation & Student Recertification: To District or Member?

- Districts may elect to either have these confirmation letters go to the district, or directly to members
- By electing to send these directly to members, your district may benefit from reduced administration
- Districts may elect to have Dependent confirmations go to the district, and Recertifications to members as an example

Member Information

- We recommend that during new enrollments districts always try to collect an email
- As a part of regular reminders to members, we encourage an annual checkup on member information such as email & beneficiary information

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



Questions



THANK YOU!

For more information contact:

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