

# Newsline

News and updates for plan members



## CUSTOMER SERVICE

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### Count on your coverage during novel coronavirus outbreak

News about the novel coronavirus (COVID-19) outbreak that began in Wuhan, China continues to make headlines, and you're probably wondering how this affects your group benefits plan coverage.

If you're affected by the novel coronavirus, we'll assess your claim based on your plan coverage, just like we usually do. Out-of-country medical emergency, travel assistance, and disability coverage are probably what you're most concerned about. Claims related to the novel coronavirus or claims that occurred during travel to a country with travel advisory warnings will be treated like any other claim under your plan.

For short-term disability (STD) claims, we'll consider paying STD benefits from the start of the quarantine period if you're under quarantine directed by a medical doctor or public health official, and you're unable to work from home. This way you don't suffer financial hardships while you're staying home to help fight the outbreak. You simply need to fill out this [form](#).

To find out what your plan covers, check your benefits booklet or visit [GroupNet for plan members](#).

### Where do I go for information on the outbreak?

For the most up-to-date information on the outbreak, visit the [Public Health Agency of Canada](#).

If you're in an area affected by the outbreak, you can get the latest travel advice from the [Public Health Agency of Canada](#).

If you're seeking information on the assisted departure for Canadians in Wuhan, China, visit [consular services and assistance for Canadians in China](#).

If you have returned from an affected area in the last 14 days, you should visit the [Public Health Agency of Canada for advice](#).

We're monitoring the situation closely and will keep you updated on any claims management changes if they arise.

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