



## CSBT Newsletter | Fall 2019

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### Strategic Partnerships

I'm thrilled to highlight some of the exciting opportunities our Administrator, GroupHEALTH Benefit Solutions, is creating for CSBT. I'll begin by pointing out that the goal of CSBT is to provide exceptional benefit programs to as many employees of community social service agencies as possible while delivering long term cost sustainability to employers. Currently, we're affecting our goal by working with over 900 organizations across Canada. That's over 30,000 employee lives enriched with best in class benefits, including all the extras that no one else provides. Including dependents, we're reaching over 100,000 Canadians. That's a humbling place to be.

Now GroupHEALTH is making it possible to reach even greater numbers of potential members. Through their Director of Associations, Jeremy Brown, and his colleagues, exciting new strategic partnerships are being cemented with provincial and national associations. The first of these was Community Living Ontario. They did an extensive review of CSBT and then appointed us as their strategic partner. They now recommend us to all the member agencies of their federation.

Building on this success, Jeremy has been contacting similar groups. Last week I was at the conference of the Ontario Disabilities Employment Network in Toronto. ODEN has over 400 member agencies across Ontario and is in a strong relationship with similar federations across all provinces and nationally. We were the Platinum sponsor of this conference. This was the first step in the journey to be a strategic partner with ODEN.

Another exciting opportunity is that just recently such an alliance was formed with the national office of the United Way. It begins by CSBT providing benefits to the national office of UW and to the 45 local UW organizations that participate in the national plan. Next steps will be to reach out to all UW offices in Canada as well as to their

member agencies. We have several of our Partner Advisors working on this and similar initiatives.

These are just 3 of many exciting opportunities we are pursuing to reach more and more Canadians who deserve the best benefit programs possible. At the same time these developments give us the chance to give back to our members by supporting the various important federations to which they belong to, ensuring their work of advocacy, education and support is further enabled.

If you and your CSBT member agency is part of such a federation and you'd like CSBT to consider supporting it through such a partnership, I hope you'll get in touch with Jeremy. Just email him at [Jeremy.brown@grouphealth.ca](mailto:Jeremy.brown@grouphealth.ca).

Thank you for all the important work you do.

**Paul Wheeler, Chair, CSBT Board of Trustees**

[paul.wheeler@csbt.ca](mailto:paul.wheeler@csbt.ca)

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## CSBT Fall Activities - Past and Present

### Past Events:

Our team has been busy this Fall, covering lots of ground throughout Canada - attending and supporting some great events.

#### SEPTEMBER:

**18-20** (Thunder Bay, ON)

**Community Living Ontario (CLO) Conference** - Title Sponsor

**23-25** (Toronto, ON)

**Canadian Mental Health Association (CMHA) Conference**

**25** (Whistler, BC)

**Inclusion BC Fall Conference**

**26-27** (Whistler, BC)

**BC CEO Network Conference**

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#### OCTOBER:

**8-10** (Vancouver, BC)

**Community Social Services Employers Assoc (CSSEA) Conference**

**23-25** (North York, ON)

**Ontario Disability Employment Network (ODEN) Conference (North York, ON) - Platinum Sponsor**

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#### NOVEMBER:

**1-2** (Toronto, ON)

**Ontario Non-Profit Housing Association (ONPHA) Conference**

3-5 (Richmond, BC)

**Assoc of Service Providers for Employability & Career Training (ASPECT) Conference**

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### Upcoming Events:

If you're planning on attending an upcoming event, don't forget to stop by and say hello!

#### NOVEMBER:

13-14 (Edmonton, AB)

**Grey Matters Conference**

22-27 (San Francisco, CA)

**International Foundation of Employee Benefit Plans (IFEBP) Conference**

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## Introducing Virtual Healthcare, powered by Akira

**Beginning January 2020, most renewing CSBT employee benefit plans will include Virtual Healthcare, powered by Akira.**

If your plan qualifies for Akira, your renewal document will reflect this change.

Virtual Healthcare, powered by Akira allows employees to consult confidentially with an accredited doctor or nurse practitioner by video conference using their phone, tablet or computer. The Akira medical team can diagnose medical concerns, write prescriptions, order diagnostic tests and refer patients to doctors and other specialists.

[Read More on Virtual Healthcare, Powered by Akira](#)

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## Organizational Changes at DMI

**Disability Management Institute (DMI) has merged operations with Banyan Work Health Solutions.** The combined operations now operate under the Disability Management Institute name.

Services that are offered by both Banyan and DMI will continue to be offered through the aligned organization. There are no interruptions to existing services. By combining operations, both organizations now have access to resources, systems, and tools that will broaden and deepen their value to you and your clients.

**The GroupHEALTH disability and life claims department has also moved operations to align with DMI** and now operates under the DMI name. There will be no disruption to service or claims adjudication with the change.

As part of these organizational changes, the DMI team has updated email addresses.

The addresses will follow the format FirstnameLastinitial@mydmi.ca. Email communication sent to the previous email addresses will be automatically forwarded to ensure that no communication is missed.

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[www.csbt.ca](http://www.csbt.ca)