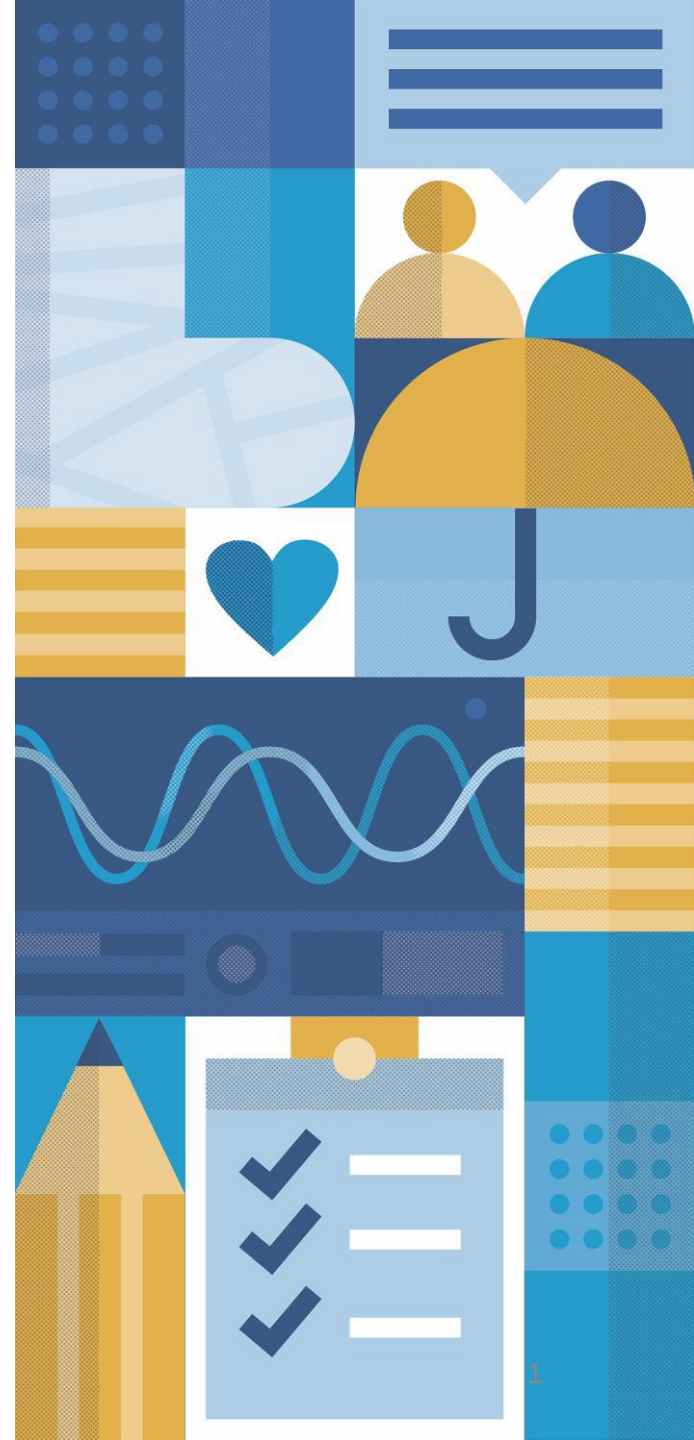


Long Term Disability Plan

Annual Report 2023-2024



Where ideas work



LTD Plan Overview and Key Findings



Long Term Disability Plan

The [Long-Term Disability](#) (LTD) benefit is a vital component of the comprehensive benefits package for eligible employees of the BC Public Service. It provides them with a percentage of their income in the event that they are absent from work due to illness or injury for an extended period. This benefit is fully funded by the employer, with each ministry and participant agency, board and commission contributing a percentage of payroll to fund to the plan.

The members of the Long-Term Disability plan consist of British Columbia Public Service employees and employees of various Crown Corporations, Agencies, Boards and Commissions. As of March 31, 2024, there were approximately 43,405 regular employees covered by the plan.

LTD Annual Report

The LTD annual report is produced by the BC Public Service Agency (PSA) to provide a comprehensive overview of the financial performance of the plan and the PSA's service expectations of our carrier. The LTD annual report reinforces the PSA's commitment to promoting a culture of health and safety while maintaining an open dialogue with all the members of the plan.

Key Findings

Consistent with last year's findings, our analysis reveals that [mental health](#) remains a significant area for prioritizing support to employees. Mental health conditions represented 45% of all new LTD claims in 2023/24, though there was a 5% reduction in new mental health claims from the previous fiscal.

Additional notable findings from this year's LTD performance include:

- There was a reduction in the rate of new accepted claims driven by the 5% reduction in new mental health claims. The number of claims related to other diagnoses remained stable.
- The total number of active claims show a consistent downward trend. This trend is related to actions by supervisors to support employees by connecting employees to the [Occupational Health Program](#) at PSA for early intervention and offering [modified duties](#).
- Over the past few fiscal years, there has been a consistent decrease in graduated return to work trials (i.e., rehabilitation offsets).

Financial Summary – 2023/24



The PSA is responsible for administering the LTD Claims plan provided by the PSA and has contracted Canada Life Assurance Company to adjudicate claims and administer payments for approved claims. Please note that this table is derived from the Canada Life Period Summary Report.

	2023/24	DESCRIPTION
Gross Benefit	\$73.5M	Total gross benefit payable on any claims open during the fiscal year before offsets were deducted.
Rehab Offsets	\$1.1M	Total deducted from the benefit for graduated return to work trials.
Offsets	\$18.5M	Total deducted from the benefit including other sources of income such as Canada Pension Plan, WorkSafeBC, etc.
Net Benefit	\$53.9M	The net benefit payable to the claimants during the fiscal year after the offsets were deducted.

Performance Summary - 2023/24



PLAN PARTICIPATION AND COMPARISON	2019/20	2020/21	2021/22	2022/23	2023/24
Members Covered by LTD Plan	38,200	39,140	38,876	39,998	43,405
Active Claims as of April 1, 2023	1893	1863	1818	1789	1797
Accepted (Number of Claims Approved During Fiscal Year)	518	450	479	555	460
Re-opened (Reinstated Claims that Were Previously Closed)	86	94	77	104	91
Resolved (e.g., Return to Work, Retired, Deceased)	634	589	585	651	642
Active Claims as of March 31, 2024	1863	1818	1789	1797	1706

Source: Canada Life Period Summary

Service Provider Scorecard



The service provider contract with Canada Life Assurance Company contains customer-centric service standards. The following table indicates the performance of Canada Life Assurance Company against the service standards in fiscal year 2023/24.

SERVICE STANDARD	GOAL	ACHIEVED	MET STANDARD
Claim responsiveness: Will respond to requests within 14 days.	90%	90%	Meets Target*
Claim responsiveness: Decisions will be communicated within 40 days of receiving a complete application.	90%	100%	Exceeds
Claim payment: Accurate and timely payment of monthly benefit within 30 days of eligibility.	90%	95%	Exceeds

* This is the first year of the current contract that Canada Life Assurance Company met this service standard. The PSA worked closely with service provider to enhance service delivery and improve performance in alignment with expectations by claimants and plan participants.

FOR MORE INFORMATION CONTACT:

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