



BC Teachers' Pension Plan
Retirement Health Coverage
Phase Two Engagement Public Report

January 2024

[engage] delaney

ENGAGEMENT, FACILITATION, COMMUNICATIONS & CHANGE

About the Engagement

The BC Teachers' Pension Plan (TPP) offers optional retirement health coverage to members receiving a pension. This coverage is fully funded by members who choose to enrol. This coverage supports retired members who no longer receive the health and dental coverage they received through their employer when they were active members.

The Teachers' Pension Board of Trustees regularly reviews the retirement health coverage program to ensure it:

- Meets the needs of members
- Provides good value for money
- Is both competitive and cost effective over the long term

The board decided to review the current retirement health coverage program in 2022–2023, through a two-phase engagement approach. The first phase was completed in fall 2022 and the second phase in fall 2023. This report focuses on this second phase of engagement.

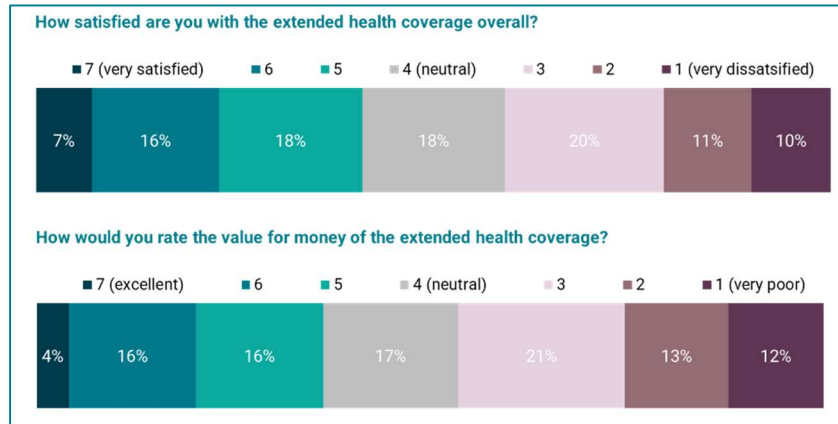
The purpose of the engagement process was to listen to and learn from both retired members (enrolled and not enrolled in coverage) and active members within five years of retirement. The board sought to better understand what's working well and what could be improved in the TPP retirement health coverage plan. The overall engagement approach for phase two included three webinars and an online survey. There were 351 webinar participants and 1,093 survey respondents.

A recorded webinar, information video and other educational content was available on the plan website. You can find more information about the review and potential changes on the plan website at <https://tpp.pensionsbc.ca/modernizing-retirement-health-coverage>.

Survey Highlights

Satisfaction

- Overall, an equal number of respondents were satisfied (41%) and dissatisfied (41%) with extended health coverage.
- Drug coverage is generally well received (56% satisfied and 27% dissatisfied).
- Respondents identified coverage for vision care (32% satisfied and 51% dissatisfied) and paramedical services (38% satisfied and 44% dissatisfied) as the plan's main weaknesses.
- Value for money is an issue for many, with 46% saying it is poor and 36% saying it is good.



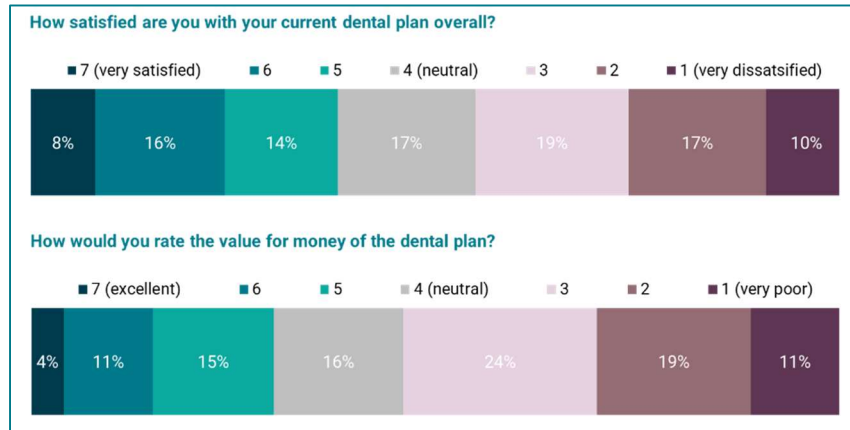
Plan changes

- Most respondents support a small/moderate increase in premiums if the plan better met member needs: 37% are willing to pay a little more each month if the new plan better met their needs, and 39% are willing to pay a moderate amount more. One-quarter (25%) prefer that premiums stay as close to current levels as possible.
- The top three priorities for survey respondents are:
 - Improving coverage for **vision care** (81% said this is important to them and 20% chose it as their most important item)
 - **Keeping current drug coverage** (71% important; 23% most important)
 - **Increasing paramedical** coverage to a higher annual combined maximum (67% important; 22% most important)
- Most respondents (61%) want to add more paramedical practitioners.
 - Adding licensed counsellors is the most sought-after addition (40%),¹ followed by osteopaths (19%) and nutritionists/dietitians (13%).
- Overall, most respondents support or are neutral toward keeping drug coverage the same and paying higher premiums to enhance other areas (69%), and for modifying the drug coverage approach and using savings to enhance other areas (68%).

Dental plan

- Dental plan members who responded to the survey are generally not very happy with their coverage: 46% are dissatisfied with the plan and 38% are satisfied.
- Most respondents (54%) rate value for money as poor, with 30% saying it is good.

¹ Please note that as of April 1, 2022, clinical counsellors are covered under the plan's extended health coverage. To check if a particular provider is covered, sign in to GreenShield's Online Services and use the "Check Coverage" feature, or contact GreenShield directly.



GreenShield

Respondents who identified as being enrolled in coverage were asked about their satisfaction with GreenShield, the plan’s extended health and dental carrier.

- Most enrolled members who responded to the survey are satisfied or neutral toward GreenShield (63%).
- The main reasons for satisfaction are a smooth claim process (70%) and the absence of any issues (70%).
- The main reason for dissatisfaction is the level of coverage (86%). *Please note that GreenShield is not responsible for determining levels of coverage.*

Next steps

The board will review and consider engagement findings along with best practices for plan administration, data on how coverage is used and financial analysis. These factors will help determine if any changes should be made to retirement health coverage. Any changes would be communicated in mid-2024 and implemented for January 1, 2025.