

March 8, 2022

To: Benefit Administrators / Human Resource Personnel

From: Lorne Shiplack
Benefit Services Manager

Re: Employer Partner Option Added to Toll Free Number
Employee Benefit Plans

To better support our employer partners, 3sHealth Employee Benefits is adding a fourth option to our Interactive Voice Response (IVR) system. Effective Wednesday March 9, 2022, when you contact 3sHealth Employee Benefits using the toll free phone number **1.866.278.2301** as an employer please select option 4 to be directed to a Benefit Services Officer.

The previous options available on the toll free phone number will remain in place for plan members. These options are:

- For questions about a disability claim please press 1.
- For questions about a health or dental claim with Canada Life please press 2.
- For all other questions about 3sHealth benefit plans please press 3.
- **If you are an employer partner please press 4.**

If you have any questions about the changes to the toll free phone system, please contact Lorne Shiplack at 306.347.5528 or lorne.shiplack@3shealth.ca.