

May 25, 2026

To: Benefit Administrators / Human Resource Personnel

From: Sheila Forman
Manager, Claims Services, Employee Benefits

Re: Weekly CHIPS Report - Discontinuation of Claim Extension Letters,
Employee Benefit Plans

3sHealth is streamlining how we share disability claim information with employers and plan members. Effective May 29, 2026, we will stop sending extension letters during the life cycle of an approved disability claim. However, while a claim is active, the assigned claim adjudicator will remain in regular communication with the plan member. Any change to the claim status will occur only after direct discussion with the plan member.

What is Changing

When 3sHealth Administration approves a disability claim, we send an approval letter to the plan member and copy their employer.

- We will no longer issue extension letters while the claim remains active.
- When the claim closes, we will send a claim closure letter to the plan member and copy their employer.

This change reduces the number of extension letters and simplifies communication throughout the claim.

Ongoing Claim Information to Employers

To ensure employers receive timely and complete information, 3sHealth Administration provides a Weekly CHIPS report instead of extension letters. The report includes all information from the extension letters and adds details to support employer needs. 3sHealth Administration piloted the report with a group of employers, and they accepted the final version. We now provide the report to employers every Thursday after the disability payroll run.

Report delivery

- Payroll organizations can access the Weekly CHIPS report on the Data Download Server (DDS) the day after the disability payroll run.
- We will send the report through Titan File to non-payroll organizations that do not have DDS access.

If you have any questions about the discontinuation of extension letters or the CHIPS Weekly report, please call 3sHealth Benefits Services team at 1.866.278.2301 or email ebp@3sHealth.ca