



## HBT Announces Operational Changes and Outsourcing of Rehabilitation Services

January 22, 2014 - Healthcare Benefit Trust (HBT) announces today that following a comprehensive review of its services and operations a number of changes have been approved by HBT Trustees and will be implemented immediately and over the next 12-18 months, to reduce costs, provide efficiency and improve the delivery of services to clients. Once fully implemented, HBT anticipates annualized net savings of 15%, or over \$4M, of HBT's total administration costs.

Savings are the result of the following changes:

- **Efficiencies and Anticipated Savings in Future:** HBT will outsource Rehabilitation Services to Great-West Life (GWL) to lower the overall cost of delivering these services. This change involves a transfer of all HBT Rehabilitation professionals to GWL, effective April 1, 2014. It is anticipated further savings will be realized through the review and re-negotiation of HBT's service contract with GWL that is currently underway. Over the next few months and during the transition, HBT and GWL will work closely with clients to address any concerns and to ensure service levels are maintained.
- **Cost Reduction:** A 40% reduction in the size of HBT management and administrative staff (excluding Rehabilitation professionals). Changes have been made across various functions of HBT operations to consolidate administrative processes, systems and services. These changes are enabled through the retirement of HBT's legacy systems, progress in HBT's prior strategic initiative to outsource billing and enrolment to Pacific Blue Cross (PBC) that was initiated in 2012 and outsourcing of Rehabilitation Services. HBT office space will be reduced to reflect the new organization size. When completed these changes will result in annualized net savings of approximately 30% of HBT's internal administrative costs (excluding service provider costs).

"The changes announced today reflect HBT's continued strategy to achieve savings and maximize value for our clients through outsourcing. The outsourcing of Rehabilitation Services and in conjunction with the ongoing transition of billing and enrolment to PBC allow HBT to deliver services to our clients at a lower cost. By leveraging the infrastructure and expertise of our services providers we have created additional internal efficiencies and reduced our staff levels accordingly. To provide the most financial value possible to our clients, HBT will continue to seek additional cost containment opportunities through innovations and efficiencies as we move forward," said Donnie Wing, President & CEO of Healthcare Benefit Trust.

HBT provides benefits to more than 90,000 employees and their dependents in the health and community social services sectors in British Columbia and the Yukon in accordance with eight provincial collective agreements, for 415 union and non-union groups, across 566 distinct benefit packages. Benefits provided by HBT include: Group Life, Accidental Death & Dismemberment (AD&D), Weekly Indemnity, Long Term Disability (LTD), Extended Health, and Dental.

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