



CUSTOMER SERVICE Feb. 2, 2021

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COVID-19 update

Note: This NewsLine has new information concerning COVID-19. Coverages vary, so check your plan information for coverages applicable under your plan.

Coverage for COVID-19 tests

COVID-19 diagnostic/screening and antibody/serology tests may now be covered under health care spending accounts (HCSA) with a prescription as of Jan. 1, 2021. The tests aren't covered under our standard group benefits plans. As a reminder:

- Diagnostic/screening tests identify if a person has COVID-19.
- Antibody/serology tests identify if a person may have previously had COVID-19.

Travel reminder

The government urges Canadians to avoid any non-essential travel, even if some countries have reopened their borders. Please follow [government guidelines](#) regarding travel advisories and public health.

Claims related to COVID-19 during travel to a country with travel advisory warnings will be assessed like any other claim under your plan. Plan coverages vary, so every claim will be handled on a case-by-case basis.

Out-of-country coverage and travel assistance covers eligible expenses when you experience a medical emergency that requires you to seek care. These include eligible services and supplies related to the initial treatment of the medical emergency.

If you incur expenses, whether under quarantine or not, when you're not experiencing symptoms of an illness, those expenses aren't covered under Canada Life's standard group plan. It's important to review your plan wording carefully.

For a case to be considered a medical emergency, you must have acute symptoms of an illness. A positive COVID-19 test without acute symptoms isn't considered a medical emergency.