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Dear valued partner,

As you know, providers of paramedical services to insurers have suspended many of their activities in recent months in order to limit the spread of COVID-19. Since government directives on this subject have recently changed, we are pleased to announce that our main paramedical service provider is gradually resuming its activities. All services will be offered in accordance with the standards issued by the health authorities.

Rest assured that we will prioritize all pending files since March 11, 2020.

### **Easing of the medical requirements table**

We would like to remind you that the medical requirements table necessitating only a telephone interview remains in effect until July 31, 2020 for the following benefits:

- Disability due to Illness and Overhead Expenses of the Blue Flex product
- Mortgage Disability of the Mortgage Plan

Age	Monthly amount
16 to 50 years	Up to \$6,000
51 years and over	Up to \$3,000

### **Maintaining or decreasing the insurance amount**

In order to give your clients more flexibility and avoid long waiting times with our providers, we will continue to offer the following two options:

- Maintaining the amount of insurance originally requested. If necessary, we will take care of ordering the required paramedical services, the latter being available again.

**OR**

- Choosing a lower insurance amount, which requires only a telephone interview as an underwriting requirement. In this case, your client will have to complete and sign a form proving that they accept this choice. To obtain this form, please write to [info.partners.health@qc.bluecross.ca](mailto:info.partners.health@qc.bluecross.ca).

### **Our other relief measures**

Over the past few months, we have implemented various relief measures to accommodate our clients and partners. These measures will be maintained until July 31, 2020.

For more information or for any questions, do not hesitate to consult our [FAQ](#) or contact your regional director:

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