

September 29, 2021

IMPORTANT

Communication for dental software vendors

Update to the adjudication service for La Capitale/Beneva – Insurer no. 600502 –

This communication is to inform you of an important upcoming update. As of **January 30, 2022**, claims made on behalf of **La Capitale** will be adjudicated under the insurer name **La Capitale/Beneva (Insurer No. 600502)** due to a rebranding exercise. We invite you to consult the list of the most frequently asked questions about La Capitale's merger into Beneva.

IMPORTANT CHANGES AND UPDATES TO SOFTWARE SYSTEMS

Tests in a pre-production environment

In the meantime, TELUS Health would like to ask for your collaboration in completing the test phases. This step is part of a verification process developed for major projects. We will send you the list of test cases soon. You can select a few of them as needed; what's most important is to test all the different types of cases for certificate numbers.

Please note that the expected results are not specified. The purpose of these tests is to verify communications between the pharmacy and TELUS Health.

For assistance or any questions you may have about the test cases, please contact Karim Kemmache at the following email address: karim.kemmache@telus.com.

We will contact you over the next few weeks to discuss how the development work is proceeding for the change involving insurer no. 600502, and to find out the results of your tests, in order to eliminate any potential obstacles to the transition on January 30, 2022.

RECOMMENDED ACTIONS TO ENSURE A SUCCESSFUL TRANSITION

Updates to dental software and user notifications

Please read through the recommended actions listed below and send us your questions and comments **by October 29, 2021**, if possible.

1. **New name for insurer no. 600502:** In your system, replace the existing name "La Capitale" with the new name "La Capitale/Beneva" for insurer no. 600502 if your system allows it.
2. **Notifications to dental software users in December 2021:** If possible, communicate the details of the impending change to dental software users a bit before the start of the transition, through the same communication channels you normally use to share about development-related news and updates.

Thank you for your attention and for your ongoing collaboration!

Sincerely,

Michael Colati

Client Service Manager
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FREQUENTLY ASKED QUESTIONS

- **Who is Beneva?**

La Capitale and SSQ are merging to become Beneva, with a progressive integration of the two entities' business activities.

October 2021: First promotional campaign

January 2022: Rebranding of La Capitale to become Beneva

- **Will the customer experience still be the same after the rebranding of La Capitale?**

Even though La Capitale will undergo a rebranding to become Beneva as of January 1, 2022, the customer experience will remain essentially the same. Since La Capitale will continue to operate as the legal entity La Capitale Civil Service Insurer, the contracts and the products and services to which customers are subscribed to will be maintained.

- **Will there be any changes for SSQ?**

SSQ will rebrand to become Beneva at a later date. We will communicate with you later with more details on this rebranding.