



Flexit360

Release Notes

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Table of Contents

Table of Contents	3
Flexit360 Release Notes 2022.3 September 2022	5
Enhancements	5
Different settings for excess flex benefits for current and future years	5
Payroll code year-to-date report (YTD)	5
Removing and adding spouses	5
New File Manager and new and improved interface for accessing files	6
Continue payroll deduction for excess flex account when defaulted	6
Coverage override effective date	6
Capture audit for email created by offline task	7
Email confirmation to admins that request mass jobs	7
Payroll schedule improvements for annual enrollment	7
Data loader enhancements	8
New audit entries	8
Export searched audit results	8
Age-based termination for benefits within packages	9
Offline tasks must use Task scheduler	9
Non-evidence maximum (NEM) cost calculation	9
Email enhancements	10
Error view page added to Global admin	10
Admin session store	10
Handle multiple clients with a single SSO Assertion endpoint	10
GSC insurer	10
IA insurer	10
Resolved issues	11
Premium adjustment when employee is rehired	11
Accessibility for Ontarians with disabilities updates	11
Recalc code after data loading	11
Refreshing Modify benefits	11
HTML tags on Global Admin resource file	12
Corrections to Offline tasks	12
Email template override	12
Billing adjustment not added when employee waives coverage	12
Future-dated benefits on Confirmation statement and Enrollment summary	12
Employee unable to waive coverage	13
Corrections to packages	13
Unable to delete email templates	13
Audit Improvements	13
Non-evidence maximum (NEM) changes	14
EOI questionnaire always displayed on employee site	14
Corrections to disability benefit price tag calculations	14
Approved coverage set to \$0 when applying for an increase	14
Beneficiaries are required for this benefit selection not saving	15
Edit beneficiary from employee Home page	15
Contingent beneficiary allowed when beneficiary is estate	15
Contingent beneficiaries not displayed on wet signature beneficiary form	15
Unused flex benefit ID 86 and 87 employee site error message	15

Optional child AD&D and optional critical illness increment slider error	15
Gender age-based rates missing when gender neutrality is enabled	16
Disable ability for employees to waive benefits that are in waiting	16
Email custom message should handle all characters	16
Security updates	16
Student Certification function in Review Dependents section	16
DFS insurer	16
CL insurer	16

Flexit360 Release Notes 2022.3 September 2022

The following sections describe the enhancements included in Flexit360 2022.3 as well as the issues resolved in this release.

For more information on these enhancements and fixes, refer to the Statement of Work (SOW) associated with each reference. For information on validating the fixes, see the UAT documentation.



IMPORTANT! Client specific variables HRIS APPLY SWITCH PLAN ON DIVISION CHANGE and HRIS APPLY COVERAGE RULES ON STATUS must remain set to NO as deployed until further notice. This function is not available for use until further notice. Do not include this function as part of UAT testing.

Enhancements

This section describes the enhancements that were brought to the application in 2022.3.

Different settings for excess flex benefits for current and future years

An excess flex benefit can now be discontinued in the future year without impacting the current year. A new excess flex account can be added in the future year without impacting the current year.

Reference: FLEXS-1300

SOW: Yes

Payroll code year-to-date report (YTD)

In the Payroll code year-to-date report, you can now configure the payroll periods that will be billed in a specific month for a specific calendar year. This ensures that the amounts reported on the YTD report are accurate for the specific month and calendar year based on when you plan to bill a specific payroll export.

In order to avoid risk to clients that are using the current YTD report, existing YTD functionality based on the calendar year continues to work. Clients can switch over to the new functionality when they are ready.

Reference: FLEXS-1561

SOW: Yes

Removing and adding spouses

Employees can no longer remove a spouse and add a spouse in the same transaction. An error message appears if they try to add a spouse in the same transaction in which a spousal dependent was removed.

Reference: FLEXS-1594

SOW: Yes

New File Manager and new and improved interface for accessing files

To avoid data duplication and sync issues and for quicker updates, contents of Manage Files are now stored in the database or on AWS S3 rather than on the server. This includes the following (with supported file types listed in parentheses):

- Template files (.png, .gif, .jpg, .jpeg)
- Plan-specific details (.pdf, .html, .htm)
- Default pages (.pdf, .html, .htm)
- French and English site help pages and benefit help pages (.pdf, .html, .htm)
- EOI and other forms (.pdf, .html, .htm)
- Download files (.pdf, .html, .htm)
- Other documents files (.pdf, .html, .htm, .png, .gif, .jpeg, .jpg)
- Admin images (.png, .gif, .jpg, .jpeg)
- Client logo and header logo (.png, .gif, .jpg, .jpeg)

A new file manager provides functionality within FlexIt360 to import or export files such as images, templates, forms etc. to the database or AWS S3 bucket.

To use the new tool, under the Setup menu, choose the Manage Files option. The re-upload or transfer of files that were in the old Manage Files location is handled as part of the Flexit360 2022.3 update.

References: FLEXS-1897, FLEXS-3006, FLEXS-3007, FLEXS-3008, FLEXS-3009, FLEXS-3010, FLEXS-3011, FLEXS-3012, FLEXS-3149

SOW: No

Continue payroll deduction for excess flex account when defaulted

Previously, when an employee was defaulted, the excess flex contributions were retained, but not the payroll contribution. Now clients can choose whether they want the default enrollment to keep the payroll contribution they had in the previous year or only match the excess flex contribution. An activation token is required to enable this functionality.

Reference: FLEXS-1900

SOW: Yes

Coverage override effective date

Previously, when entering a coverage override, the system was not accepting a future effective date. Now, the effective date for employees without a waiting benefit can be any value in the future and does not have to be equal to the plan start date. Employees with a waiting benefit can only enter the waiting benefit effective date or future plan start date as an effective date. The Add coverage override screen now has a message indicating that the employee must be recalculated from the coverage override effective date for the new coverage to take effect. If a future effective date is entered, the administrator must remember to recalculate this employee on or after the effective date is reached.

Reference: FLEXS-2171

SOW: No

Capture audit for email created by offline task

When tasks 300 (new student notification request), 301 (existing student notification request) and 304 (overage children certification required notification) send automated emails to plan members, the system now creates entries in the member's Emails tab instead of their Audit tab. This aligns these tasks with **Email these employees** functionality.

Reference: FLEXS-2178

SOW: No

Email confirmation to admins that request mass jobs

When an admin requests a job and that job fails, they will now receive an email notification.

When an admin requests a job that completes successfully, the email they receive will now contain the following improved information:

- **Freeze Current Earnings** job indicates if it is for all plans or shows the specific plan name
- **Set Enrollment Window** job indicates:
 - The division the task was run on, or if it was run on all divisions
 - Whether Open enrollment window or reset.extend window was selected
 - Benefit Effective Date
 - Enrollment Window Start Date
 - Enrollment Window End Dates
- **Precalculate function** job indicates:
 - Employee Number if used
 - Period (Current or Future)
 - Plan (names of individual plans or all plans)
 - Benefits (whether it was run for a specific benefit or all benefits)
- **Default Enrollment** job indicates that it is for all plans
- **Transfer function** job indicates if it is for all plans or shows the specific plan names

Reference: FLEXS-2232

SOW: No

Payroll schedule improvements for annual enrollment

Previously, administrators had to go into the payroll period of each payroll to figure out if the future payroll schedule had been created already. There wasn't a way to easily identify the payrolls that didn't have future pay schedules set up.

You can now create the Future Payroll schedule for all payrolls for a single client with one click. The schedule begins all payrolls the next day after the current year's last payroll export end date, and carries over the payroll frequency of the current plan year. If a payroll schedule already exists for the future year, the system will provide an option to override the existing schedule and continue or cancel. If the first future pay period start date is off by more than 7 days (for a weekly payroll) or 14 days (for a bi-weekly payroll) from the future year plan start date, an error message appears suggesting the user to contact the Help desk for assistance.

Reference: FLEXS-2242

SOW: Yes

Data loader enhancements

Data loader has moved within the Flexit360 application. With this release, employee information and contingent beneficiaries can be loaded through the Flexit360 application instead of through the standalone Data loader application. A future enhancement will allow the loading of other data through the Flexit360 application.

- The data loader now supports the same acceptable characters as the Flexit360 application. This includes French accent characters and other special characters.
- Admin users can now load contingent beneficiary details into the data loader. The file format is exactly the same as the existing primary beneficiary load.

References: FLEXS-2296, FLEXS-2297, FLEXS-2373

SOW: Yes

New audit entries

Audit entries are now created when an admin makes the following changes:

- When making modifications to the employee's Flex tab or Flex Credit Benefit tab, a new audit entry includes details such as the year to which the modification is made.
- When the Add plan year setup function is run, a new audit entry contains details of the user that executed the function, the plan the add year function was executed against, and the date of execution.
- When an administrator modifies the plan dictionary, a new audit entry includes the date of modification, the user that modified the field, and the old and new field values.

References: FLEXS-2347, FLEXS-2348, FLEXS-2349

SOW: No

Export searched audit results

You can now export audit search results for an employee. The audit export contains the employee number, first and last name of the employee, audit ID, Date Changed, Changed By, Reason, Description, Field Changed, and old and new values of the fields.

Reference: FLEXS-2431

SOW: No

Age-based termination for benefits within packages

The default enrollment functionality now follows the age-based termination rule for benefits within packages. If an employee is not qualified for a benefit due to reaching termination age, the benefit is not offered to the employee.

Reference: FLEXS-2528

SOW: No

Offline tasks must use Task scheduler

The following manually scheduled offline tasks must use the new task scheduler instead of the Windows task scheduler:

- 111 = Default New Hire Enrollment
- 300 = New Student Notification Request
- 301 = Search for Existing Students Request
- 302 = Search for Over-Age Students Request
- 303 = Search ActionRequired Table
- 304 = Overage Children Certification Required Notification
- 310 = EOI 90 Day Pending Cancellation
- 320 = Beneficiary 60 Day Pending Cancellation
- 400 = Reduce Coverage
- 401 = Terminate Benefit/Employee
- 405 = Automatically Terminate Benefits in the Future
- 410 = Password Expiry Notification

Action required: After the software is deployed, any manually scheduled task that used to be done with the Windows task scheduler needs to be manually added to the new scheduler. The deployment script will not take care of this.

Reference: FLEXS-2603

SOW: Yes

Non-evidence maximum (NEM) cost calculation

Flexit360 no longer uses age-based rates to calculate the NEM cost when a blended flat-rate option is checked and if there is combination of fixed and age-based rates configured for this benefit.

For example:

- Option 1 is \$20,000 coverage with a rate of 0.0167
- Option 2 is 1 x salary with an NEM of \$30,000 and uses an age-based rate

If an employee with a salary of \$50,000 selects option 2 and the age-based rate for that employee's specific demographic is 0.022, then if employee is assigned the NEM of \$30,000, the cost should be \$6.64 (\$20,000 at the rate of 0.0167 and \$10,000 at the rate of 0.022). The full cost for \$50,000 coverage (\$20,000 at the rate of 0.0167 and \$30,000 at the rate of 0.022) is \$11.92.

Reference: FLEXS-2652

SOW: No

Email enhancements

Emails sent from Client specific variables, Company setup, and Email these employees can now have customized formatting to include colour, fonts, images and tables. Emails that can use these features include but are not limited to:

- New Hire Welcome Email
- Forgot Password
- Email These Employees

References: FLEXS-2715, FLEXS-2716

SOW: No

Error view page added to Global admin

When an unhandled exception occurs, Global admin can now view all errors regardless of the client. While most errors can be viewed under the Admin application's error log, some errors where the system is unable to determine the client related to the error are visible through the Global Admin error page only.

Reference: FLEXS-2936

SOW: No

Admin session store

The current version of the session store for the Admin application has been changed from "InProc" to "SQL". This allows Flexit360 to support load balancing and auto-scaling. Session data is now stored in a new "AdminSessionDB" database.

Reference: FLEXS-3013

SOW: No

Handle multiple clients with a single SSO Assertion endpoint

Carriers who host multiple clients can now utilize single sign-on via a single assertion endpoint.

Reference: FLEXS-3399

SOW: No

GSC insurer

Enhancement to GSC insurer file.

Reference: FLEXS-3020

SOW: No

IA insurer

Enhancement to IA insurer file.

References: FLEXS-2911, FLEXS-2915

SOW: Yes

Resolved issues

This section describes the issues that were reported in production previously, and fixed in this release.

Premium adjustment when employee is rehired

When an employee is reinstated, Flexit360 creates adjustments based on the employee's hire date for all active benefits. Previously, when some of the employee's benefits were terminated as of the hire date, the system wasn't creating adjustments going back to the hire date.

Proper adjustments are now created so that the employee does not have any adjustments or charges for benefits that were terminated or waived as of the hire date.

Reference: FLEXS-2067

Accessibility for Ontarians with disabilities updates

The following issues have been corrected to improve accessibility:

- When option 1 (no health benefit) is selected for the health benefit, a Waiver Form button now links to the option that was selected. This clearly indicates to the user that the waiver form is required to be completed by the employee because they selected the option to waive coverage.
- Visual contrast has been increased on the "Flex Awarded amount and Payroll Deduction value on the employee site for a client-specific website" element.
- Dependent smoker status used to be displayed in a column without a column header under the Dependent table on the confirmation statement. Dependent smoker status is now displayed along with dependent information such as name and date of birth instead of in a separate column under the Dependent table on the confirmation statement.

References: FLEXS-2070, FLEXS-2783, FLEXS-2798

Recalc code after data loading

There was an issue where vacation buying was not being recalculated properly and was incorrectly adding excess flex dollars equal to the cost of the vacation to the HCSA. This has been corrected.

Reference: FLEXS-2383

Refreshing Modify benefits

Previously, when an admin modified benefits and changed the coverage level for health benefits, the system wasn't refreshing to display the category consistently. The category changes the admin was about to make versus their current selection didn't reflect consistently from one tab to another. The pending category change was immediately reflected to match the coverage level the admin selected, but the section at the top where the current benefit selection and category display didn't match current coverage. If the admin changed the tab in modify benefits to a different tab, category changes displayed in the pending section and the current benefit selection section matched although the admin hadn't saved their changes yet. This has been fixed.

Reference: FLEXS-2426

HTML tags on Global Admin resource file

HTML tags were not being recognized in the Global Admin resource file client override. This has been corrected. HTML tags can now be used to format text in the client override fields.

Reference: FLEXS-2479

Corrections to Offline tasks

The following corrections have been made to offline task handling:

- Before this release, when Offline Task 401 - Terminate benefit/employee was run, the audit entry "Changed by" field was displaying the affected employee's name instead of "Offline Process". This has been corrected.
- Before this release, if an employee had not reached the plan/benefit termination age but the spouse had, spousal benefits were not being terminated by task 401 and these benefits were still being presented to the employee. This issue occurred when the coverage termination rules had the coverage terminating upon the Spouse check box checked.

If a benefit rule indicates the coverage should terminate when a spouse reaches a certain age, the benefit will now terminate if the spouse attains that age, regardless of the employee's age.

- Previously, the incorrect date was showing on the Next run time field in the Tasks and Scheduler page. The next run date and time now display as per the schedule set up.

References: FLEXS-2497, FLEXS-2706, FLEXS-2991

Email template override

There was an issue where if an email template had a plan override template configured, all employees could receive an email with the subject line of the plan override even if they did not belong to that plan. All employees would still receive the correct email body based on their plan. This has been fixed.

Reference: FLEXS-2547

Billing adjustment not added when employee waives coverage

Previously, when an employee declared a life event from the employee site and waived health and dental benefits, no billing adjustment was being added. This occurred when the user used the Waive button. When the transaction was done on the admin site, billing adjustments were added as expected. This has been fixed.

Reference: FLEXS-2723

Future-dated benefits on Confirmation statement and Enrollment summary

When an employee completed their initial enrollment where any benefits would be effective in the next plan year due to waiting periods, the future dated benefits were not appearing on the enrollment summary page within the employee enrollment, or on the confirmation statement once the enrollment was submitted. The benefits with waiting periods appeared on the admin site with a note that the benefit is future dated.

The employee site now displays the benefits waiting into the next plan year similar to the admin site.

Reference: FLEXS-2748

Employee unable to waive coverage

Previously, when Capture alternate coverage in the plan dictionary was set to Yes, the Capture alternate and No coverage options at the option level for health benefits were checked, and the benefit was part of a package, the employee opting out/waiving coverage was asked to complete the waiver form during enrollment. After completing the alternate coverage information/waiver the employee continued to receive the waiver prompt and was unable to proceed with their enrollment.

This issue occurred when the package group ID was greater than the benefit ID. This has been corrected.

Reference: FLEXS-2750

Corrections to packages

The following corrections have been made to packages:

- Before this release, when Capture Alternate Coverage in the plan dictionary was set to Yes, the Capture Alternate and No Coverage options at the option level for health benefits were checked, and the benefit was part of a package, the employee site would display a duplicate warning message that could not be customized.

Admins now have the ability to customize the text for both areas per client. Each section allows for separate customizable text. If an employee selects the Opt out option, the message is displayed.

- Before this release, for benefits that are part of a package, if a benefit in the package was terminated due to age, the Match Package note was incorrectly appearing on the admin site. This message no longer appears since the member is not eligible for benefits within the package.
- Before this release, when the Basic AD&D benefit was included in a package, a package mismatch error was received. This was only noticed when Basic AD&D benefit (ID 17) was included in the package. This has been fixed.

References: FLEXS-2775, FLEXS-2978, FLEXS-3190

Unable to delete email templates

Previously, admins were able to create email templates for the Email These Employees function, but could not delete them. Delete functionality has been added.

Reference: FLEXS-2786

Audit Improvements

The following improvements have been made to audits and audit entries:

- In the Admin site audit history, the source was incorrectly displaying HRIS for events being completed from the employee site either using the Login As button from the admin site or by logging in as the employee directly from the employee site. This has been fixed.
- An audit entry is now created when an email template is created or modified by an admin.
- Before this release, when an employee performed a search then selected Save Filter, the system didn't create an audit entry that the filter was created. If the employee selected the Save As option, an audit entry was not created to indicate that the filter was renamed with new search criteria. These audit entries have been added.

References: FLEXS-2609, FLEXS-2787, FLEXS-2788

Non-evidence maximum (NEM) changes

The following corrections have been made to non-evidence maximums:

- Previously, when the non-evidence maximum (NEM) value was 0 or 1 for any benefit (10-13, 26, 27, 36, 37) and an employee performed a life event or annual enrollment, the coverage value was showing as \$1 instead of \$0. Additionally when the NEM value was 0 or 1 for any benefit (10-13, 26, 27, 36, 37), EOI was pending approval, and an employee changed the option while performing a life event or annual enrollment, the coverage was incorrectly displaying the approved amount rather than the pending amount.
- Previously, when a non-evidence maximum (NEM) value for a life event was set to \$0 and an employee had approved coverage on file, a recalculation or life event was causing the coverage to revert back to \$0 with a pending EOI for the previously approved amount.

These inconsistencies have been fixed.

References: FLEXS-2810, FLEXS-2823

EOI questionnaire always displayed on employee site

When a EOI Questionnaire was not configured in the plan setup, Flexit360 was displaying the questionnaire in error. This has been fixed.

Reference: FLEXS-2727

Corrections to disability benefit price tag calculations

The following corrections have been made to disability price calculations:

- Previously, when an enrollment was defaulted by an admin from the Admin site, the Disability benefit price tag was being calculated based on the employee's salary instead of their non-evidence maximum (NEM) coverage. The coverage maximum for the disability benefit was not being considered when the NEM section was configured. This resulted in an incorrect price tag calculated based off the full salary amount. This has been corrected.
- Previously, the Disability benefit maximum was not accounted for when the non-evidence maximum (NEM) was configured and enrollment was completed from the employee site. Coverage is a percentage of earnings and rate is a percentage of salary. When the enrollment is completed from the employee site, the correct price tag is now calculated based off the coverage maximum or NEM amount.
- Previously, the Disability benefit price tag was incorrect if an employee reached the plan maximum or non-evidence maximum (NEM) when coverage was graded and the rate was a percentage of salary. This issue only occurred if the member attained the plan maximum or if NEM was configured and the member attained the NEM. This has been fixed.

References: FLEXS-2851, FLEXS-3015, FLEXS-3051

Approved coverage set to \$0 when applying for an increase

Previously, when an employee had coverage previously approved and they applied for additional coverage in a life event or annual enrollment, the system assigned the employee \$0 coverage instead of the previously approved coverage. This issue existed with the following setups:

- Assign NEM as coverage, EOI required on any step, NEM is set to \$0 for all events
- Move to highest available non-EOI option, EOI required on any step, NEM has a value greater than 0

This issue has been fixed.

Reference: FLEXS-2917

Beneficiaries are required for this benefit selection not saving

Previously, on the Admin site, when making a change to the "Beneficiaries are required for this benefit" configuration for a benefit, the change was not being saved even though the admin received a "Successfully Saved!" message. This has been fixed.

Reference: FLEXS-2885

Edit beneficiary from employee Home page

After editing information for an existing on file beneficiary and downloading the beneficiary form, the employee site was not reflecting the updated information. This has been fixed.

Reference: FLEXS-3321

Contingent beneficiary allowed when beneficiary is estate

Previously, a warning message was not being displayed to the employee when they attempted to add a contingent beneficiary when the primary beneficiary was Estate. If they entered an allocation percentage, it would not be saved.

Now, if a user tries to add a contingent beneficiary in this scenario a warning message appears: You can't assign a Contingent beneficiary when Estate is the Primary beneficiary.

Reference: FLEXS-2975

Contingent beneficiaries not displayed on wet signature beneficiary form

Previously, when a contingent beneficiary was added in the system it was not appearing on the wet signature beneficiary form. eSignature was working as expected. This has been corrected; both primary and contingent beneficiaries now appear on the English and French wet signature beneficiary forms.

Reference: FLEXS-3255

Unused flex benefit ID 86 and 87 employee site error message

Previously, on the employee site, the error message for benefit ID 86 and 87 minimum and maximum ended with a semicolon, not a period. This has been corrected.

Reference: FLEXS-2976

Optional child AD&D and optional critical illness increment slider error

Unit coverage for Optional AD&D Child and Optional Critical Illness Employee and coverage per unit is \$5,000. Previously the increments were displayed per \$10,000 during enrollment. This has been fixed.

Reference: FLEXS-3018

Gender age-based rates missing when gender neutrality is enabled

Previously, when the Gender Neutrality token/functionality was turned on, the download benefit rates functionality was not including the additional genders in the Rate extract. This has been fixed.

Reference: FLEXS-3035

Disable ability for employees to waive benefits that are in waiting

When benefits are in waiting, employees can no longer waive coverage from the member site (using the Waive button).

Reference: FLEXS-3038

Email custom message should handle all characters

Previously, when an email template contained the custom message placeholder and the custom message contained quotation marks, the email would not get sent. The [!CUSTOM MESSAGE] and [!CUSTOM MESSAGE FRENCH] placeholders have now been corrected so that they can handle all characters.

Reference: FLEXS-3096

Security updates

A change has been made to apply the most recent updates related to cross-site request forgery prevention.

Reference: FLEXS-3243

Student Certification function in Review Dependents section

Previously, the Review Dependent Profile page was incorrectly showing a radio button for student certification. This button has been removed.

Reference: FLEXS-3292

DFS insurer

Fix to DFS insurer file.

Reference: FLEXS-2705

CL insurer

Fix to CL insurer file.

Reference: FLEXS-2774



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