



HIGHLIGHTS OF 2023 ACCOMPLISHMENTS

BUSINESS MANAGEMENT

- Continued to actively support the transition to the new Contract and the implementation of the Plan design changes
- Completed the PSHCP Directive rewrite
- Developed new policies for the organization
- Provided reliable Board support

APPEALS

- Managed 580 appeals in 2023, an increase of approximately 42.2% compared to 2022
- Guided Canada Life in the development of functions to support the PSHCP's appeal process
- Closed all outstanding appeals with Sun Life

AUDIT AND INVESTIGATION

- Contributed to the development of an audit program for the new Contract
- Finalized a detailed Plan risk assessment, which informed the development of the 2024-2026 Three-Year Risk-Based Audit Plan

COMMUNICATIONS

- Collaborated with TBS on the development of the Plan Administrator's content related to the transition
- Updated 246 pages of the Administration Authority's website to reflect the updates to the PSHCP
- Responded to 156 inquiries from members, an increase of 477% compared to 2022

REPORTING, RESEARCH AND ANALYSIS

- Collaborated on the development of reporting solutions for the new Contract
- Completed research and analysis on the potential impact of new specialty drugs, traditional drugs and biosimilars on the PSHCP

GOVERNANCE

- Approved the 2025-2027 Budget and Business Plan
- Actively monitored the organization's progress on its punctual deliverables
- Adopted the final recommendations stemming from the 2022 audit of the Administration Authority
- Supported TBS' second installment of its Observer Program