



Dear trusted partner,

Please be advised of several important program, service and operational updates:

PROGRAMS AND SERVICES

(applicable only to Blue Cross Health® line of products: Complete Health, Guaranteed Acceptance and Assured Access)

- **inConfidence®**
The inConfidence program will launch a brand-new mobile app and website in the new year, offering your clients a more user-friendly experience for accessing counselling and work-life balance. A client communication will be sent to inform them about the new update.
- **Connected Care**
Due to an unforeseen implementation delay, the services will now be available as of **February 1, 2026**. Your clients will be notified by **January 1, 2026**.

YEAR-END DEADLINES

Please find below our deadlines for administrative processing and advisor contracting for the remainder of 2025.

- Insurance applications (including applications created through Salesforce for the Blue Cross Health product) submitted before December 12, 2025* will be keyed into the system before 2025 year-end.
- All policies approved by Underwriting prior to December 12, 2025* will be issued and a welcome email will be sent to the client before the end of the year.
- No transfer of policies will take place between December 12, 2025 and January 15, 2026.
- For the renewal of licences and Errors & Omissions certificates, all requirements must be received before December 15, 2025.

*Deadline to submit: 4 p.m.

HOLIDAY SCHEDULE

Below is the holiday schedule for Partner and Compensation Support:

Open 8:30 a.m. to 4:30 p.m. December 22, 23, 29 and 30, 2025 January 5, 2026	Closed December 24, 25, 26 and 31, 2025 January 1 and 2, 2026
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If you have any questions, please contact us at:

Partner and Compensation Support

By email: support.partners@qc.bluecross.ca

By phone: 1-800-361-2538

Thank you for your continued support.

The Québec Blue Cross team