

Early Childhood Educators of BC

Who To Contact

Your benefits program is jointly supported by GroupHEALTH North, your employer's Benefits Advisor, and GroupHEALTH, your Benefits Administrator.

Benefits Advisor

GroupHEALTH North is your advocate with the insurance providers. Your GroupHEALTH North team includes an Account Manager and a Licensed Benefits Advisor.

Your Account Manager is Michelle Lees. You should contact Michelle about:

- Plan design changes
- Escalated claim inquiries
- Plan administration questions



Michelle Lees

michelle.lees@cbigroup.ca

1-800-663-8877

Your Licensed Benefits Advisor is Sonya Davies. You should contact Sonya about:

- Renewal questions
- Claims experience questions
- Quotes

Sonya Davies

sonya@cbigroup.ca

1-800-663-8877, Ext. 208

Benefits Administrator

GroupHEALTH is your Benefits Administrator. GroupHEALTH is responsible for all day-to-day matters pertaining to the administration of your benefits program. This includes premium billing and establishing and maintaining all necessary records.

You should contact GroupHEALTH about:

- Changes to Plan Member information
- Eligibility questions
- Billing/payment inquiries
- WEBS online



Svetlana Vasmout

svetlana.vasmout@grouphealth.ca

1-877-542-4110, Ext. 11182

For claims related matters or online access for members, contact myGroupHEALTH directly at 1-833-344-6944.