

2024-25 Business Status Report

Growth Through Change



The 2024-25 business year saw ASEBP's Journey to 2025, five-year strategic plan, cycle end. Successfully achieving all goals set out, the organization has the next five-year cycle planned, building off this momentum. This last year has been one of growth through change as ASEBP improved internal systems and processes to better serve members, welcomed more than 3,000 new covered members from two school divisions, and reached more than 68,000 covered members (active and retired) and 72 employers through meaningful engagement.

Growth Through Efficiency

Sick Leave Support Program (SLS)

Launched January 2025.
Multiple employer engagements improved understanding.



Note: Sum does not equal total number of cases as not all cases closed within the reporting cycle.

Disability Services Revitalization

Redesigned ASEBP's disability case management approach to expand the Sick Leave Support program to all employers and improve efficiency and effectiveness to better support covered members:

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| Streamlined workflows to provide proactive case management to improve disability durations and return to work planning | Restructured department enhances communication with employers and covered members | Revised reporting provides insights and trends to employers |
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asebp.ca

Refreshed website and improved user experience based on covered member and employer feedback.

- Simplified navigation and top menu
- Improved search function
- Designed with inclusivity in mind and enhanced accessibility

Internal Systems Updates

Updated and reimagined systems and external services to create administrative efficiencies and better serve employers, covered members, and ASEBP employees.



1 Seamless HR platform

New system improves internal functions and supports training and development for ASEBP staff.

ASEBP-built workflow tool

New task application improves workflows and processes to build administrative efficiencies and enhance responsiveness to covered members and employers.

- 10 departments' workflows improved
- More than 32,000 tasks created, 98% closed
- More than 3,800 letters created

Growth Through Opportunity



ASEBP Advantage Presentation

Explains what sets ASEP apart from other benefit providers, including its not-for-profit, education-focused approach.



Premiums Presentation

Insights into how premiums are set, ASEP's investment status, and live Q&A.



CASS Conference

Delivered presentation on how ASEP's Sick Leave Support Program (SLS) supports members navigating illness/injury.



Collective Bargaining Conference

Shared how SLS Program helps teachers return to work safely from their disability leave.

Insights

MyRetiree Plan changes increased flexibility of the Plan based on member feedback.

✓ No age cap : ✓ No stability clause

↑ Increased covered members awareness of the Plan during Alberta Teachers' Association and Teacher Employer Bargaining Association's bargaining process.

New Onboards

2,427

Rocky View
Schools Division

2,370 covered members
4,000 dependants

September
2024

Teachers and
other education
workers

241

Grande Prairie
Public School
Division

497 covered members
1,244 dependants

August
2025

Other
education
workers

Growth Through Community



ASEBP employees gave
back to the community.

333 Hours

Top three volunteer events

School
volunteer
days

Youth
sporting
events

Blood
donation
events

Employee donations supported community
focused initiatives such as:

12
Causes

- Youth Empowerment and Support Services (YESS)
- Edmonton Public Library
- Tools for School
- Stollery Children's Hospital Foundation
- Bent Arrow Traditional Healing Society
- Alberta Cancer Foundation

\$14,168 ASEP employee
donations



Growth Through Numbers

ASEBP serves

68,007 Covered members

39,262 Teachers	23,906 Other education workers	4,974 Retirees 25% increase from 2023
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93,465 Dependants

72 Employers

26 Urban employers	37 Rural employers	8 Mixed employers (rural and urban)
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59 school divisions

13 associations (excludes ASEBP)

ASEBP connects through

- 22 Benefit overview presentations
- 18 MyRetiree Plan presentations
- 24 Virtual presentations
- 16 In person presentations
- 8 Conventions/conferences
- 413 Employer engagements



Contact Centre

58,486 Calls

↑ 36% from 2023-24



28,958 Emails

↑ 26% from 2023-24

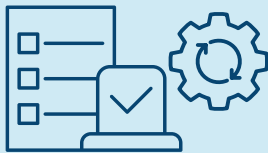


1,244 Consults

↓ 18% from 2023-24



2024-25 satisfaction rate: **80%**
(source: Advanis survey)



2,710,445 general health* claims received

841,970 spending account claims received

\$281,051,398 claims paid

*Extended Health Care, Vision, and Dental claims

Growth Through Numbers

Employee and Family Assistance Program (EFAP)

Included in ASEBP benefits and gives covered members free access to more than 100 types of practitioners to help navigate life's challenges and achieve personal goals.

6,256 New registrations

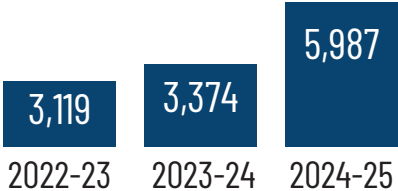
4,376 EFAP cases

91.6% Satisfaction rate for counselling services

Top 5 EFAP services used by members

Individual counselling 2,533	Legal advice 576	Health services 442	Financial advice 292	Couples counselling 214
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48% Use increase (2024-25)



Retirement Incentive for Teachers and Employees Program (RITE)

100 Offers extended : **59** Offers accepted

ASEBP is committed to balancing cost efficiency with premium value. By continually seeking new ways to strengthen sustainability – from collaborating with partners and monitoring health and wellness trends, to reviewing the Plan design annually and maintaining fiscal responsibility in all business decisions – ASEBP effectively manages costs and buffers against external factors beyond its control.