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Your Public Service Compensation Email Notifications

July 2023

Your Public Service Health Care Plan

Canada Life became the administrator of the Public Service Health Care Plan (PSHCP) on July 1, 2023. You must now send all your PSHCP claims to Canada Life, even if the expenses were incurred before July 1, 2023. Remember to use your new plan number (see below).

The transition of the largest health care plan in Canada is a big undertaking, affecting 1.7 million federal public service employees, federal retirees and their eligible dependants. As a result of the transition, Canada Life is experiencing higher-than-normal wait times at their PSHCP Member Contact Centre. They are working to reduce wait times and to improve the plan member experience.

The information below highlights how to access your PSHCP personal information, submit claims, and provides a reminder about the dispensing fee cap.

Accessing your PSHCP benefits

Mobile app

Canada Life is developing a mobile app for the PSHCP, we will send updates once it is available. In the meantime the [Canada Life PSHCP Member Services website](#) is fully mobile accessible.

Online

You can access your PSHCP benefit card and submit claims online by creating an account on the [PSHCP Member Services website](#).

Note: To assist you in accessing your personal information and submit claims online, Canada Life has temporarily deactivated the requirement for a unique activation link to create your online account.

- To create an account, go to www.canadalife.com/pshcp, click on "Register or sign in" and follow the steps. You will need your new plan number and existing certificate number.
- If you already have an online account for your Public Service Dental Care Plan (PSDCP), sign in to the [PSHCP Member Services website](#) using your PSDCP login credentials. You will be prompted to view either your PSHCP or PSDCP coverage information. If you do not see both plans in your account, contact the [Canada Life Member contact centre](#).

Paper

To submit a paper claim form, visit the [Forms page](#) on the [PSHCP Member Services website](#) and download the appropriate form or contact the [Canada Life PSHCP Member contact centre](#) to have one sent to you.

Looking for your new benefit card, certificate and plan numbers?

You don't need your new benefit card in hand to have your pharmacist or other registered health care provider submit a claim on your behalf. All you and your eligible dependants need are your certificate number and new plan number.

Your certificate number is the same as it was with Sun Life and can be found on an old Explanation of Benefits statement, on your old Sun Life PSHCP benefit card or in the [pay system](#), if a current Government of Canada employee. Your plan number is different with Canada Life and is based on your month of birth:

- (52111) January, February, March
- (52112) April, May, June
- (52113) July, August, September
- (52114) October, November, December
- (52115) is the plan number for eligible surviving dependants (spouse or eligible children)

If you still have your old Sun Life PSHCP benefit card, we suggest you dispose of it, as it provides your inaccurate plan number and emergency travel contact information.

Remember to have your new benefit information when travelling to contact [MSH International](#), your new out-of-province emergency travel assistance provider.

Reminder - A dispensing fee cap is now in effect

As of July 1, 2023, PSHCP members are covered for up to \$8, reimbursed at 80%, for pharmacy dispensing fees. Dispensing fees are charged by your pharmacy for services such as storing and preparing medication, reviewing medication to check for drug interactions and counselling. All pharmacies charge a dispensing fee.

Dispensing fees vary from one pharmacy to another. For this reason, you may want to do a cost comparison and shop around to identify pharmacies with lower dispensing fees. The dispensing fee cap does not apply to biologic or compound drugs. Exceptions may apply to some provinces/territories due to their pharmacy regulations.

For more information on the PSHCP, please visit www.canada.ca/pension-benefits.



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