

The following information is provided by Jan and Vic Gorman, our Support & Advocacy Directors:

Changing to Canada Life for Your PSHCP Coverage

As you likely have heard, effective July 1, 2023, Sun Life will no longer administer the Public Service Health Care Plan (PSHCP) for federal employees and dependents. This change is just a normal course of action within Federal agencies – to periodically offer the administration of various programs to other companies through a public procurement process.

The result of the latest tender was that CANADA LIFE will assume the administration of the health care program that federal retirees and their dependents use for coverage and payments of their prescriptions, eye glasses, chiropractors, extended out-of-province medical insurance coverage and much more.

NOTE: there is no change to the Pensioner's Dental Services Plan (PDSP) – for the time being, Sun Life still administers all the provisions and payments for that plan.

In March and April, based upon information that Sun Life had for your current emails or mailing addresses, Canada Life initiated the Positive Enrolment process by contacting all users of the PSHCP to have you sign up for the new plan. Your new “plan number” will now be dependent upon the quarter of the year in which your birth month is found. Your “certificate number” will be the same one as you currently have with Sun Life.

If you had difficulty in navigating the online signup for the Canada Life program, please call 1-855-415-4414 as soon as possible. The transition MUST be completed by June 30th.

- New claim forms will be available on the Canada Life website on July 1, 2023.
- See www.canadalife.com/pshcp for further information.
- New plastic cards will not be issued at this time; you need to print off the “card” that will appear on the webpage when you complete your registration.
- It is your responsibility to notify your pharmacy and other health service providers of your new plan and certificate number if they submit your claims on your behalf. That information will not be available to them otherwise.

Other information related to Canada Life and your PSHCP can be found at: [New Public Service Health Care Plan \(PSHCP\) administrator frequently asked questions - Canada.ca](http://www.canada.ca/en/health-services/pschp/administrator-frequently-asked-questions)

Currently, there is no change to your contribution rates for the PSHCP.

ENHANCEMENTS to your PSCHP Benefits:

Also effective on July 1, 2023 there will be several enhancements to your PSHCP that were negotiated with Treasury Board, separate from the awarding of the contract to Canada Life to administer these changes. In some cases, the requirement for prescriptions for treatments have been eliminated and in other cases the values of treatments covered have increased. These enhancements were

communicated to all users in the PSHCP Bulletins (that you can sign up to be delivered automatically to your email address), and the changes can also be seen at [PSHCP Bulletin Issue 45](#) . It is recommended that you save this document for reference as you begin to understand the changes and take advantage of the new provisions.