



The Canada Life Assurance Company
BAS DG1227
PO Box 6000 Stn Main
Winnipeg, MB R3C 3A5

Tel: 1-855-415-4414
Website:
canadalife.com/pshcp

Welcome to Canada Life.

Your Public Service Health Care Plan (PSHCP) is moving to Canada Life effective July 1, 2023.

Complete and return your PSHCP positive enrolment and Pre-authorized Debit Form before **June 15, 2023**, to ensure there are no disruptions to processing and reimbursement of your PSHCP claims. Positive enrolment must be completed, and consent must be provided, to have your claims processed by Canada Life. If your PSHCP for Veterans Affairs Canada Positive Enrolment and Pre-authorized Debit Form is not received by **June 15, 2023**, your PSHCP coverage may be terminated. You would then have to re-apply through Veterans Affairs Canada and wait for the required three (3)-month waiting period after your application is received, before coverage is reinstated.

Paper positive enrolment – complete the personalized double-sided, PSHCP for Veterans Affairs Canada Positive Enrolment and Pre-authorized Debit Form and mail it back to us in the included postage paid envelope.

Note: Incomplete forms or illegible forms will be mailed back to you for resubmission to Canada Life.

Things to note:

Your first name, last name and date of birth are provided by Veterans Affairs Canada and have been pre-populated on the form. You have to complete the remaining sections

The contents of this communication, including any attachment(s), are confidential. If you're not the intended recipient or are not receiving this communication on behalf of the intended recipient, please destroy this communication without reading it, and without making, forwarding, or retaining any copy or record of it or its contents. Thank you.



before submitting back to Canada Life. If your pre-populated information is inaccurate, please contact Veterans Affairs Canada at 1-866-522-2122 to update your personal information. Canada Life cannot update this information for you.

What information do I need to get started?

Before you get started, you'll need the following information:

- your contact information

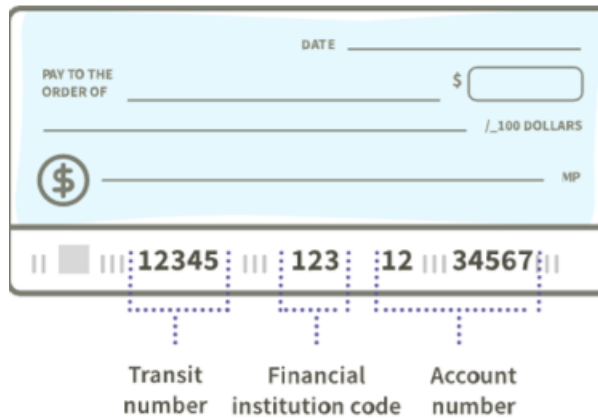
- co-ordination of benefits details with other insurance plans, for yourself as a plan member or your dependants' other coverage
 - if the other coverage is with Canada Life, you'll need the plan number and member ID
 - you will also need what benefits you and your dependants are covered for under your plan or your dependants' other plan. Select all that apply - health, drugs, vision. (Note: Health coverage does not necessarily include prescription drugs and vision care like the PSHCP.)

- your new plan number, which is determined by your birth month or member status:
 - January to March: 52111
 - April to June: 52112
 - July to September: 52113
 - October to December: 52114
 - Eligible surviving dependants: 52115

For example: if your month of birth is November, then your plan number is 52114.

- your Veterans Affairs Canada certificate number, which is the certificate number you had with Sun Life starting with V50 or V59, and can be found on your current PSHCP benefit card or an Explanation of Benefits statement from Sun Life

- bank account information – information regarding your financial institution and bank account information, as well as a blank cheque marked "VOID" or a printout from your financial institution



You'll need to complete and sign the PSHCP for Veterans Affairs Canada Positive Enrolment and Pre-authorized Debit Form to provide consent. **Please print clearly in ink and ensure to sign and date.**

Where to send your completed form

Once you've completed all sections of the form, and provided consent by signing and dating it, please put it in the self-addressed stamped envelope and mail it to:

Canada Life
BAS DG1227
PO Box 6000 Stn Main
Winnipeg, MB R3C 3A5

Questions about completing the form

Visit canadalife.com/pshcp or call us at 1-855-415-4414, Monday to Friday from 8 am to 5 pm, your local time.

How will I know my enrolment is complete?

Once we've processed your PSHCP for Veterans Affairs Canada Positive Enrolment and Pre-authorized Debit Form successfully, we'll mail you 2 letters. The first letter will include a confirmation statement and a paper PSHCP benefit card. The second letter will include an activation code and information on how to register for your PSHCP



Member Services account through My Canada Life at Work™. If your form was incomplete or illegible, you'll receive your form returned within 4 weeks and it will need to be resubmitted to Canada Life with the requested changes or updates. If your PSHCP for Veterans Affairs Canada Positive Enrolment and Pre-authorized Debit Form is not received by **June 15, 2023**, your PSHCP coverage may be terminated.

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