

April 25, 2023

IMPORTANT

Update on the Public Service Health Care Plan (PSHCP) adjudication service - Insurer No. 12 -

As we have previously communicated, claims for PSHCP members and their eligible dependants will be administered by Canada Life, effective July 1, 2023. We're communicating today to notify you of the change to the plan/group number.

What does this mean for pharmacies?

- There are no changes to the following:
 - the PSHCP Carrier ID will remain No. 12
 - your PSHCP Provider Number will remain the same
 - TELUS will continue to be the adjudicator for the PSHCP
- Continue submitting claims under the current plan/group number 055555 until June 30, 2023.
- Effective July 1, 2023, ask your PSHCP members and their eligible dependants for their new benefit card showing one of the plan/group numbers listed below:
 - 052111
 - 052112
 - 052113
 - 052114
 - 052115
- Use the Plan # on the benefit card to update their plan/group number on your system and ensure that the Certificate # and Issue # match the patient profile.
- If your patient did not receive a new PSHCP benefit card, they must complete positive enrolment with Canada Life. If they need assistance with this process, they can call Canada Life at 1-855-415-4414
- Here is a sample of the Canada Life PSHCP benefit card:

Pharmacy Claims Support Centre: 1-800-668-1608

Monday to Sunday, including holidays | 5:30 am to 2:00 am EST





Action Required

Please contact your pharmacy management software vendor/provider

- if you require assistance to update the plan/group number, and
- to confirm that claims under the new plan/group numbers will be submitted under your PSHCP Provider Number.

More information will be shared leading up to July 1, 2023.

Questions

If you have any questions, please call the PSHCP Pharmacy Claims Support Centre at 1-800-668-1608.

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