



June 2, 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'd like to remind you about the important items below:

1. 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

2. Group numbers

- Continue submitting claims under the current group number 055555 until June 30, 2023.
- Effective July 1, 2023, ask your PSHCP plan members and their eligible dependants for their new benefit card showing one of the group numbers listed below:
 - 052111
 - 052112
 - 052113
 - 052114
 - 052115
- Use the Plan # on the benefit card to update their 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.

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

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





- **Benefit card**

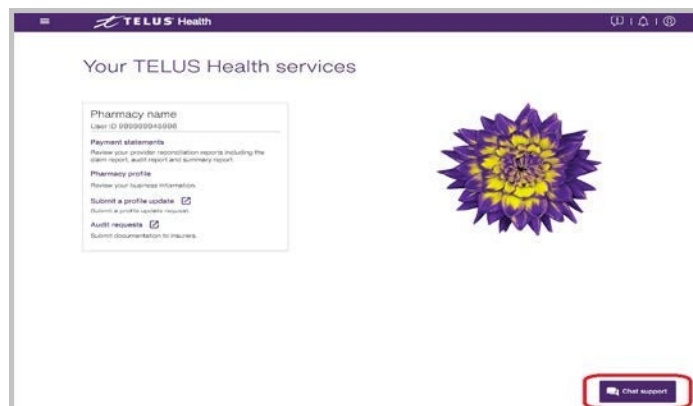
Here is a sample of the Canada Life PSHCP benefit card:



What's new?

1. TELUS is enhancing the Provider Portal to provide more digital solutions as you continue to provide care to your patients.

You are now able to reach our Pharmacy Claims Support Centre by using a new **Chat** service. After logging in to the Provider Portal, a chat button will appear at the bottom right, as shown in the sample page below. This can be used for PSHCP-related inquiries. Please do not put personal health information into this chat, such as patient names and certificates.

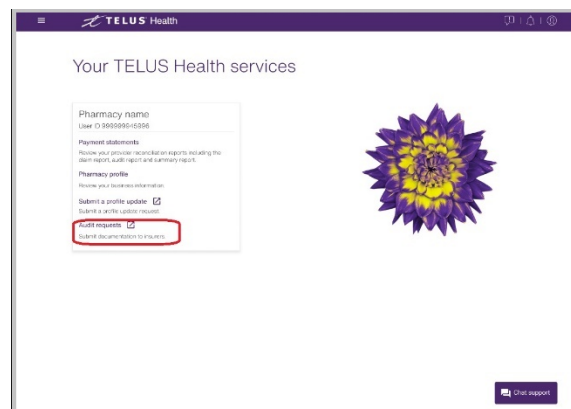


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2. TELUS audit requests will be available in the **Provider Portal** in addition to fax. You will be able to submit requested audit documentation to TELUS via the **Provider Portal** as an alternative option to fax. After successful log-in, you will navigate to your Menu and select Audit Request. You will then be able to send the requested documents.



Action Required

Please contact your pharmacy management software vendor/provider:

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

If you have not yet registered for the Provider Portal, please reach out to the Pharmacy Claims Support Centre to start your registration process.

Questions

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

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