

July 4, 2023

IMPORTANT REMINDER

The Public Service Health Care Plan (PSHCP) - Insurer No. 12 -

Claims for PSHCP members and their eligible dependants are now administered by Canada Life.

What does this mean for pharmacies?

- There are **no changes** to the following:
 - the PSHCP Carrier ID is still No. 12
 - your PSHCP Provider Number is the same
 - Claims submitted under a different provider number will be rejected with code 1010 INVALID PROVIDER NO. FOR THIS CARRIER (CPhA code 21= pharmacy ID code error)
 - TELUS continues to be the adjudicator for the PSHCP
- **Ask your PSHCP members and their eligible dependants for their new benefit card showing one of the plan/group numbers listed below. The new plan/group numbers are based on the member's birth month or status as follows: The Certificate numbers are the same.**

PSHCP Member's Birth Month	Plan/Group Number
January, February, March	52111
April, May, June	52112
July, August, September	52113
October, November, December	52114
Eligible surviving spouse, common-law partner and dependent children	52115

- Claims submitted with group numbers not listed above will be rejected with code 1007 INVALID CARDHOLDER (CPhA code 31 = group number error)

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

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



- **Use the Plan # to update their plan/group number in your system and ensure that the Certificate # and Issue # match the patient profile.**
 - If claims submitted using the Plan # on the benefit card receive reject code 1007 INVALID CARDHOLDER (CPhA code 31 = group number error), please contact Canada Life at 1-855-415-4414 to ensure that the patient record has been completely set up on the TELUS system.
 - Claims submitted with an Issue # that does not match will receive reject code 1002 INVALID ISSUE NO. (CPhA code 32 = client ID # error).
- 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:



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.

Questions

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

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