

# PSHCP BULLETIN

Number 6

October 1998

## ***PSHCP Bulletin* mailings & change of address information**

Some plan members have asked about who produces the *PSHCP Bulletin*, and how it is provided to them.

The Public Service Health Care Plan (PSHCP) Board of Management produces the *PSHCP Bulletin* to keep you informed about your health care plan. The *Bulletin* is provided to pensioners by mail, and sent electronically to the various Personnel Offices.

Address information for **pensioner** members is obtained from each Pension Office. **If you change your address, please ensure that you inform your Pension Office.** When you do, this update will be reflected in a subsequent mailing of the *Bulletin*. Please **do not** send change of address information to the National Joint Council.

## **PSHCP claim forms now on the Internet**

Both the standard PSHCP claim form and the claim form for Comprehensive Coverage (outside Canada) are now available on-line through the Treasury Board Secretariat (TBS) Internet web site.

To reach the site, type the following in the address section of your World Wide Web browser: **<http://www.tbs-sct.gc.ca>**. To find the claim form on the TBS web site, click on: *Policies and Publications / Human Resources Management / Insurance and Related Benefits / Health Care*.

Once in the Health Care section, click on “Public Service Health Care Plan (PSHCP) Claim Forms are now available on-line”. Then scroll down to the first paragraph of the memo where there are hypertext links that take you directly to the claim forms. Click on either “the standard PSHCP claim form (TBS-006482)” or the “PSHCP claim form for Comprehensive Coverage (TBS-006483)” and follow the downloading instructions.

After you print the claim form, it must be completed in full, signed and mailed to Sun Life (see “Where to send your PSHCP claim forms” below).

When you submit a claim and it is processed by Sun Life, you will receive an Explanation of Benefits (EoB), a reimbursement cheque for eligible claims, and a **personalized claim form**. This claim form has some of your personal information preprinted, such as your name and address. The personalized claim form also provides a space for you to complete if you have changed your address. Completing this section with your new address will ensure that your claim reimbursement cheques continue to reach you directly. Using your personalized claim form is convenient and simplifies the processing of your claim.

## **Where to send your PSHCP claim forms**

This is a reminder to mail your PSHCP claim forms to the Administrator, Sun Life of Canada, at:

Sun Life of Canada  
Health Claims Office  
PO Box 9601 CSC-T  
Ottawa ON K1G 6A1

Please remember to complete your claim form in full, and to sign the form at the bottom. In addition, please **do not** mail claim forms to the National Joint Council. Claim forms that are incomplete or sent to the wrong address will result in unnecessary delays in the processing of your claims.

If you live in the National Capital Region and you wish to drop off a completed claim form in person, the office is located at 1730 St. Laurent Boulevard in Ottawa (at the corner of Innes Road), Suite 240. Reception is open from 8:30 a.m. to 4:30 p.m., Monday through Friday. Plan members may also deposit completed claim forms in the “Drop Box” at any time. The box is located inside the main door of the building.

## **Oxygen Concentrators may be rented *or* purchased**

The PSHCP Miscellaneous Expense Benefit provides reimbursement for the cost of oxygen, and for the equipment required for its administration. One way to administer oxygen is through an Oxygen Concentrator.

The PSHCP allows reimbursement for either the rental *or* the purchase of an Oxygen Concentrator. The purchase of an Oxygen Concentrator will be eligible for reimbursement if the Administrator, Sun Life, determines that the purchase price will be less than the ongoing rental cost. This is determined primarily by the length of time that the Concentrator is required.

To be eligible under the plan, the oxygen must be medically necessary for the treatment of a disease or injury, and must be prescribed by a physician. The PSHCP reimburses you for 80% of eligible costs, after you satisfy the plan’s annual deductible amount.

## **Reminder to pensioners residing *outside* Canada**

This is a reminder for pensioners who reside *permanently* outside Canada and who are not covered by a provincial health plan: if you wish to be covered by the PSHCP you must have **Comprehensive Coverage**.

Effective January 1, 1999 pensioners who reside *permanently* outside Canada and who have **Supplementary Coverage** under the plan will have their claims declined. Supplementary Coverage is intended for plan members who reside in Canada and who are covered by a provincial health plan. In general, PSHCP Supplementary Coverage “supplements” the coverage provided by a provincial plan.

If you reside outside Canada for *temporary* periods and you remain covered by a provincial health plan, you only need Supplementary Coverage.

If you need to change your PSHCP coverage from Supplementary to Comprehensive, please contact your Pension Office.

The *PSHCP Bulletin* is produced by the Public Service Health Care Plan (PSHCP)  
Board of Management to provide you with benefit  
and administrative information about your health care plan.