

# PLAN MEMBER

## update



JUNE 2016

## POSTAL DISRUPTION...

### Your challenge. Our solution.

In the event of a postal disruption, we will do our very best to ensure continuity of service for you, our plan member, and your health service providers. We've put together the following information to help you navigate through the management of your benefits plan and to help ensure minimal disruption in service.

### Options for new plan members...

If you are a new plan member and have not yet received your GSC ID card(s), please call the GSC Customer Service Centre at 1.888.711.1119 after your effective date. Our representatives can give you your plan ID number over the phone and walk you through a tour of Plan Member Online Services where you can download your ID card, set up direct deposit for your claims payments, and more. You'll be able to use your benefits without having to wait for the postal disruption to end.

### Options for plan member claim submission...

- We encourage you to ask your health care providers to submit claims directly to GSC on your behalf. We have a very large network of health providers who submit claims directly to us online for immediate point-of-sale processing. This includes drug and dental claims, as well as a number of extended health claims such as chiropractic, massage therapy, physiotherapy, vision care services, and some medical items. This is good for you because there are no claim forms to fill out or mail.
- You can submit many types of claims online via Plan Member Online Services or our GSC on the Go® app for real-time, instant adjudication. You can also upload a scanned copy or high-resolution photograph of your claim documents (completed claim form, receipts, and other claims-related documentation). Although claims won't be processed immediately, you can send them to us with a few clicks, and we'll take it from there!
- For your convenience, we have also put in place the following temporary claim submission options:
  - Fax claims to 1.519.739.6521 with a cover sheet clearly indicating the claim type (e.g., dental, drug, vision, etc.)
  - Drop off at one of our office locations across Canada (see page 2) or courier to our Head Office in an envelope clearly marked with the claim type: Green Shield Canada, 8677 Anchor Drive, Windsor, Ontario, N8N 5G1, Attention: Claims Department, [Claim Type]

*continued...*

→ Drug special authorization requests can continue to be sent to us using the current email address (drugspecial.autho@greenshield.ca) or fax number (1.519.739.6483). Recognizing how important it is for you to know whether or not you are eligible, notification of approvals and/or denials will be communicated verbally via phone calls from our Special Authorization Claims Department.

## Options for plan member claim reimbursement...

- We encourage you to use Plan Member Online Services to set up direct deposit. Claims payments will be conveniently deposited directly into your bank account.
- If you don't set up direct deposit, reimbursement cheques will be held, and will be mailed as soon as the postal disruption is over.
- Cheque pick-up services – for those without web access – will be made available from our Head Office at 8677 Anchor Drive in Windsor, Ontario, between the hours of 8:30 a.m. – 4:30 p.m. ET, Monday to Friday. You are encouraged to call our Customer Service Centre at 1.888.711.1119 in advance so that we can make appropriate arrangements and minimize your wait time. You will be asked to provide photo identification (i.e., your provincial health card or driver's license) as well as sign for the cheque.

## If you want to courier important documents...

If you need to send other important documents to us by courier, please send them to the office located closest to you (remember that claims should be sent directly to our Windsor office):

### Western Region

#### Green Shield Canada – Vancouver

3433 North Rd., Suite 220  
Burnaby, BC V3J 0A9  
1.800.665.1494

#### Green Shield Canada – Calgary

Bow Valley Square 3, 255-5th Avenue SW, Suite 710  
Calgary, AB T2P 3G6  
1.888.962.8533

### Central Region

#### Green Shield Canada – Toronto

5140 Yonge St., Suite 2100  
Toronto, ON M2N 6L7  
1.800.268.6613

#### Green Shield Canada – Montreal

2020 -1002 Sherbrooke St. W  
Montreal, QC H3A 3L6  
1.855.789.9214

### South Western Ontario Region

#### Green Shield Canada – London

255 Queens Ave., Suite 1220  
London, ON N6A 5R8  
1.800.265.4429

#### Green Shield Canada – Windsor

8677 Anchor Dr.  
Windsor, ON N8N 5G1  
1.800.265.5615

### Keeping you informed

We will keep you informed as we learn more about the postal disruption, so please check our website – greenshield.ca – regularly. Should you have any questions, do not hesitate to contact our Customer Service Centre at 1.888.711.1119.