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Public Service Health Care Plan

Completing positive enrolment

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Introduction

Through positive enrolment, you provide Sun Life, the Public Service Health Care Plan (PSHCP) Administrator, up-to-date information about yourself – the member – your eligible spouse/common-law partner and your dependant children. This information allows Sun Life to process claims and administer the Plan.

You must complete positive enrolment **as soon as possible** to receive your new PSHCP benefit card. Once received, the card will be accepted at pharmacies in Canada to pay directly for prescription drugs and some medical supplies.

It is critical that you complete positive enrolment, as your claims will **not** be paid if you are not enrolled.

By completing your enrolment, you also consent to releasing your personal information and that of your spouse/common-law partner and dependant children, authorizing Sun Life to use that information to process electronic and paper claims and administer the Plan.

In the future, it will be your responsibility to adjust the information you provided if there are any changes to your status or the status of a dependant (for example, if you have a child or get married, etc.).

You cannot apply for or change PSHCP coverage through positive enrolment.

If you have not yet completed the PSHCP application form to join the Plan or you need to make a coverage change, contact your departmental Compensation office, the Public Service Pay Center or the Government of Canada Pension Center.

Have the following information available

- Your PSHCP certificate number (and that of your spouse/common-law partner if he/she is also a member of the PSHCP). You can obtain your certificate number by contacting your departmental Compensation office, the Public Service Pay Center or the Government of Canada Pension Center;
- Name(s) and date(s) of birth of your eligible spouse/common-law partner and dependant children;
- Coordination of benefits (COB) information for your spouse/common-law partner and dependant children;
- Your permanent address, as well as your telephone number if you wish to provide it.

To get started, go to www.sunlife.ca/pshcp;

- Click on “New member to the Plan” and;
- Complete the online form.

Safeguarding your privacy

Sun Life takes the appropriate measures to keep your personal information accurate, confidential and secure.

At all times, the information collected through positive enrolment will be protected under the provisions of the *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

You can read more about the use and disclosure of your personal information in administering the Plan in the *PSHCP Privacy Statement*, summarized at the back of this booklet.

PSHCP details

This booklet does not replace the PSHCP Directive, which sets out complete Plan details. Visit the following websites for Plan information:

- For the Directive – www.njc-cnm.gc.ca/directive/pshcp-rssfp/index-eng.php;
- For *Your PSHCP at a Glance on Your Public Service Pension and Benefits Portal* – www.pensionetavantages-pensionandbenefits.gc.ca/act/rssfp-pshcp-eng.html;
- For the PSHCP Administration Authority website – www.pshcp.ca; or
- For the *PSHCP Benefits coverage and Plan provisions* member booklet – www.sunlife.ca/pshcp.

Sun Life PSHCP call centre

Contact the Sun Life PSHCP call centre for more information on positive enrolment or to ask questions about enrolment and the PSHCP benefit card. The call centre is open Monday to Friday, 6:30 a.m. to 8:00 p.m. EST.

Telephone:

- 613-247-5100 in the National Capital Region
- 1-888-757-7427 toll free from anywhere in North America

How to complete positive enrolment

For information on how to complete positive enrolment, contact the Sun Life PSHCP call centre.

Information about you, the member

Complete all sections.

If you would like Sun Life to contact you in case any of the information you provide during positive enrolment must be verified, include your telephone number.

Language preference will be defaulted to the language you are using to complete positive enrolment online.

Provide your permanent address, the place where you reside and pay taxes.

Information about your spouse/ common-law partner

Provide the information required, as you did for your own information.

Information about your dependant children

Complete this section for **all** of your dependant children.

If you have PSHCP family coverage and wish to add a new dependant child (if, for example, you have never submitted a claim for one of your children), click **Add another dependant** and the required fields will appear, allowing you to enter information about your eligible dependant child.

You can only add a spouse/common-law partner or dependant child during positive enrolment if you already have PSHCP family coverage. If you wish to change your coverage from single to family, contact your departmental Compensation office, the Public Service Pay Center or the Government of Canada Pension Center. You cannot change your coverage through positive enrolment.

You must provide information on your spouse/common-law partner and all eligible dependant children in order for their claims to be paid.

Coordination of benefits

A private group health care plan is one that is made available to you as an employee or retiree, or as a member of a particular group (such as an association), or as a student at a university or college. It does not include your provincial/territorial health care coverage.

For yourself

If you are covered under a private group health care plan other than the PSHCP, indicate:

how you are covered, that is, as an employee, a retiree or a dependant (for example, covered under your spouse/common-law partner's employer plan);

whether the other coverage is for you only (single) or for you and other family members (family). If the other plan provides couple coverage, select **Single**; and the option that best describes what coverage you have under that plan.

For your spouse/common-law partner

Indicate whether your spouse/common-law partner is a member of the PSHCP in his/her own right (other than as your dependant).

If so, provide his/her PSHCP certificate number. As a member of the Plan, your spouse/common-law partner will also be required to complete positive enrolment.

If your spouse/common-law partner is covered under another plan, provide the same information as you provided for yourself. If the other plan provides couple coverage, select **Single**.

If your spouse/common-law partner is covered under more than one plan: as a member under one plan and as a dependant under another, select only **Member**.

For your dependant children

For each dependant child, provide the same information as you provided for yourself.

If your child is covered under more than one plan: as a member under one plan and as a dependant under another, select only **Member**.

If your child is covered under only one other plan as a dependant, indicate if this coverage is with your spouse/common-law partner named earlier. If not, record the date of birth and first name of the parent covered under that plan.

Repeat the same process for all your dependant children.

Receiving your PSHCP benefit card

Indicate whether you prefer to print a paper copy or receive a plastic version of the PSHCP benefit card. Also, indicate whether you would like a single card for yourself or one for each of your eligible dependants over the age of 18.

Final verification of information and consent

Review the final verification screen to confirm that all the information you verified or provided is accurate. Use the Edit buttons to make any necessary adjustments.

Authorization and consent

Read this section carefully. By clicking the “I agree” button, you agree to the authorization and consent statement and to submit information on the form to the Plan Administrator for positive enrolment purposes.

Once you click “I agree”, you will receive an online confirmation on the status of your enrolment information.

Next steps

Once your enrolment has been validated, you will receive a confirmation by mail of the information about yourself and your dependants as entered by Sun Life in your positive enrolment file.

PSHCP benefit card

If you elected to print your PSHCP benefit card(s) from Sun Life’s Plan Member Services website, you can do so once you receive Sun Life’s confirmation by mail.

If you elected to receive plastic PSHCP benefit card(s), they will be mailed to you.

The PSHCP benefit card will only be accepted at pharmacies in Canada.

Summary of the PSHCP Privacy Statement

You can read the complete PSHCP Privacy Statement at www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/statement-enonce-eng.asp.

The objective of the PSHCP Privacy Statement is to inform individuals who are covered under the Plan about who is collecting their personal information; what personal information is being collected and for what purposes; how to get access to their personal information on file, and, if required, how to correct it. This is consistent with provisions in the Privacy Act.

Collection of personal information

The collection of personal information under the PSHCP is limited to what is required for the purposes described in section 3 of the PSHCP Privacy Statement.

The personal information collected under the PSHCP includes the following:

- Members' data: last name, given name, date of birth, gender, employee/service/pension number, marital status, contact information, details on other health coverage.
- Dependant personal information: last name, given name, date of birth, gender, relationship to Member, details on spouse/common-law partner's other health coverage, status of dependant child over age 20 and under age 25,
- Details of Claim: certificate number, detailed receipts for eligible expenses (e.g. prescription drugs, other medical expenses such as chiropractor or vision care), physician's prescription, diagnostics and treatment plan, medical reports.

Purposes of collection

The information you provide on the application for coverage under the PSHCP is being collected for:

- Certifying eligibility for coverage
- Registering members
- Determining and amending status and coverage
- Obtaining authorization for pay deductions
- Providing eligibility data to the Plan Administrator
- Applying pay deductions

The Plan Sponsor collects personal information under the PSHCP for the purpose of providing the Plan Administrator with eligibility.

The Federal Public Service Health Care Plan Administration Authority is the without share capital corporation charged with the administration of the PSHCP. Its role is to ensure that benefits and services to Plan members and their covered dependants are delivered in a manner that ensures the effective and efficient administration of the Plan.

The Administration Authority collects personal information under the PSHCP for the purposes of:

- Hearing Plan member appeals, overseeing claims adjudication and Plan administration. This may require the Administration Authority to discuss the Member's personal information with service providers and other stakeholders
- Communicating with Plan participants
- Auditing the Plan Administrator regarding the payment of benefits

Sun Life, the Plan Administrator, collects personal information under the PSHCP for the purposes of:

- Administering the benefits
- Adjudicating claims
- Coordinating benefits with other public or private insurance plans

Notification and consent

At the time of their application to the PSHCP, members are informed by their departmental Compensation office, the Public Service Pay Center or the Government of Canada Pension Center of the purposes for the collection of personal information.

When members enrol in the PSHCP they consent to the use and disclosure of personal information.

Use and disclosure

Personal information under the PSHCP is used and disclosed solely for the purposes for which it was collected as described in section 3 of the PSHCP Privacy Statement.

Access to personal information

Plan participants may, consistent with the Access to Information and Privacy Acts, be given access, upon their request, to their personal information used and disclosed in accordance with the consent. Plan participants may challenge the accuracy and completeness of the information and request correction, by contacting the designated privacy officers listed in section 7 of the PSHCP Privacy Statement.

Right of complaint

Plan participants can address any questions and/or complaints regarding compliance with the above sections using the following contacts:

Federal Public Service Health Care Plan Administration Authority

Access to Information and Privacy Coordinator

Telephone: 613-565-1762

Email: atip-airp@pshcp.ca

Sun Life Assurance Company of Canada

Privacy Officer

Telephone: 416-408-8850

Email: privacyofficer@sunlife.com

Treasury Board of Canada Secretariat

Access to Information and Privacy Coordinator

Telephone: 613-946-6260 or toll free: 1-866-312-1511

Email: atip.airp@tbs-sct.gc.ca

Privacy Commissioner

112 Kent Street

Place de Ville, Tower B, 3rd Floor

Ottawa Ontario K1A 1H3

Telephone: 613-947-1698 or toll-free 1-800-282-1376

Fax: 613-947-6850

TTY: 613-992-9190

The complete terms and conditions of the PSHCP are set out in the PSHCP Directive. If there is any discrepancy between information in this document and that contained in the Directive, the latter will apply. Les documents d'adhésion préalable sont disponibles en français.
