

POSITIVE ENROLMENT for the Public Service Health Care Plan

Positive Enrolment must be completed by all employees who have applied for PSHCP coverage unless you already have active PSHCP coverage from a previous employer.



STEP 1: APPLY FOR COVERAGE

Complete and submit the PSHCP Employee Application form to your Benefits Officer. Once you have your PSHCP certificate number, proceed with Step 2.

Certificate numbers are available for employees to access in the Human Resources Information System (HRIS/PeopleSoft/Self Service). Once signed in simply go to:

SELF SERVICE > BENEFITS > LEAVE DETAILS / EMPLOYEE INFO

(Certificate number should be available within 3 business days of receipt of your application)

STEP 2: COMPLETE POSITIVE ENROLMENT

Positive enrolment is the process by which you provide information about yourself and if you have family coverage, information about your eligible dependants such as name, date of birth, and any coverage you or your eligible dependants may have under another group health plan. Enrolment is mandatory for all PSHCP members. If you do not enrol, any claims you submit will not be processed until you complete positive enrolment.

To complete your enrolment, go to www.sunlife.ca/newmember_pshcp and provide all the required information and submit the online form. If you prefer to complete your enrolment on paper, contact the Sun Life PSHCP Call Centre at the number provided below. Sun Life will then mail the Positive Enrolment Form and instructions to you.

Our contract number is 55555, you will be asked to provide this during the Positive Enrolment process.

STEP 3: CONFIRMATION

Once Sun Life validates your enrolment information, they will send you a confirmation letter certifying the information entered into their system.

If you register as a user on the Sun Life Plan Member Services website (see Step 4) you can print a PSHCP benefit card from the website. If you choose to receive a plastic PSHCP benefit card, it will be sent to you by mail.

**Note: Once you have received your confirmation letter, any eligible expenses incurred prior to receiving your PSHCP benefit card can be submitted using a Sun Life paper Claim Form available on-line at www.pshcp.ca/english/forms/claimform.pdf*

STEP 4: REGISTER AS A USER ON THE SUN LIFE PLAN MEMBER SERVICES WEBSITE

By registering on Sun Life's plan member site, you can:

- Find out when you can submit your next claim for glasses;
- Confirm that your claim has been received and is being processed;
- Get quicker access to your claim reimbursements by signing up for direct deposit; and
- Be notified by e-mail that your claim has been processed.

Once you receive your confirmation letter (see Step 3), visit www.sunlife.ca/pshcp and click on "Need an Access ID? Register now!", and complete the required information. The system will assign you an Access ID and Sun Life will send you a password by mail.

STEP 5: SIGN UP FOR DIRECT DEPOSIT AND E-MAIL COMMUNICATION

Once you have your access ID and password, visit www.sunlife.ca/pshcp to sign up to have your claim payments deposited directly into your bank account. You can also provide your e-mail address to receive electronic notifications when your claims have been processed.

STEP 6: KEEP YOUR INFORMATION UP-TO-DATE

Once you have completed positive enrolment, you are responsible for keeping your information up-to-date, for example, if you get married or have a child. You can change your positive enrolment information online at www.sunlife.ca/enrolment_pshcp or by completing the Positive Enrolment Change Form that you will receive with your confirmation letter if you complete positive enrolment on paper.

If you want to change your coverage from single to family or vice versa or to change your Hospital Benefit level, contact your Benefits Officer.

For more information, contact the Sun Life PSHCP Call Centre. 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

YOUR PSHCP CLAIMS WILL NOT BE PROCESSED UNTIL YOU HAVE COMPLETED STEPS 1 AND 2 AND YOUR POSITIVE ENROLMENT HAS BEEN VALIDATED BY SUN LIFE.

In the event further assistance is required from the Department of Human Resources including your Benefits Officer, please contact the HR Helpdesk:

E-mail: HRHelpDesk@gov.nt.ca
Telephone: 1-866-475-8162 Toll Free from anywhere in Canada
867-678-6625 Inuvik, NT