



THE PUBLIC SERVICE HEALTH CARE PLAN (PSHCP): A HOW-TO GUIDE FOR FLEET

You are responsible for applying to the plan, ensuring that your coverage meets your needs and that your enrolment information is up to date.

Coverage options include Single or Family level coverage and level I, II or III under the hospital provision. [\(click here for more information\)](#)

You can consult the [Benefits Chart](#) to review your eligibility requirements, restrictions and coverage timelines for your contract type.

STEP 1: APPLICATION

The Public Service Health Care Plan is a voluntary health care plan. You will need to apply. Seagoing personnel should :

- Complete the [Employee application form](#)
- Send the completed form to your timekeeper who will then send it with a Pay Action Request to the Pay Centre via the Trusted Source.

STEP 2: CERTIFICATE NUMBER

Once your application is approved, you will be issued a certificate number. This can take a few weeks. As seagoing personnel do not have access to Phoenix, you will have to contact the [MyPay team](#).

This number will be required to complete your online positive enrolment to the PSHCP. Coverage is effective the first day of the month following receipt of your application.

For example, if you apply in November, coverage will be effective December 1. You can find more information on the [Public Service Health Care Plan Summary](#).

STEP 3: POSITIVE ENROLMENT

Once you receive your certificate number, you must complete a positive enrolment form with Canada Life to provide them consent to use your personal information in processing claims.

- You can submit an electronic form through the [Canada Life Member Services](#) website. (You will have to create an account to validate your positive enrolment information and process any claims that you may have submitted), or
- You can submit [a paper form](#), which can be obtained by calling Canada Life at 1-855-415-4414.

Once your enrolment is processed and validated, you will receive a confirmation of your positive enrolment and be able to submit claims.

You can also download the **Canada Life (GroupNet)** application from your favourite app store, to easily manage your claims, have access to coverage balances and get an electronic version of your benefits card.

[Welcome Public Service Health Care Plan \(canadalife.com\)](https://canadalife.com)

[The Public Service Health Care Plan Administration Authority \(pshcp.ca\)](https://pshcp.ca)

