Welcome to GreenShield Canada! **As of June 1, 2025, GreenShield Canada will be your new claims payer.** We have been working hard to ensure that this change will be as smooth as possible for you.

The enclosed information will help you from day one. Here are some things to keep in mind:

Your new all-in-one GreenShield ID card is enclosed

- By now you should have received your new GreenShield card in the mail. Your new Member ID card(s) is the only card you need to access your applicable benefits – including Out of Province/Country Travel!

- If you are covered for benefits but did not receive a new card, please contact GreenShield at 1-888-525-7587.

Questions about your plan eligibility?

If you have questions regarding your plan eligibility status, please contact Convyta Partners, your Plan Administrator, toll free at 1-844-9-LOCAL3 (1-844-956-2253), or by email at local3@convyta.com.

> **SPREAD THE WORD**
>
> Be sure to show your new Member ID to all your health care providers, e.g. your pharmacist or dentist, so they can update their records and, where applicable, bill GreenShield directly.

Questions about your claims coverage?

If you have any questions on claims or coverage, the GreenShield Customer Service Centre is ready to assist you (Monday to Friday, 5:30am to 5:30pm Pacific Standard Time) at 1-888-525-7587 or via greenshield.ca.

Your travel benefit has moved to GreenShield*

*For eligible members who have Out of Province/Country travel coverage, the travel benefit has moved to GreenShield as of June 1.

- The GreenShield Travel Assistance phone number is listed on the back of your GreenShield ID card (on the attached cards as well as on the digital card from within GreenShield+). GreenShield Travel Assistance is available 24/7 including holidays.

- Eligible benefits will be reimbursed only if the services were required as a result of emergency illness or injury that occurred while travelling out-of-province or outside of Canada. Emergency means a sudden, unexpected injury, illness, or acute episode of disease that requires immediate medical attention and could not have been reasonably anticipated based upon the person's prior medical condition. If a covered person has been diagnosed with a medical condition or is working with a medical professional to explore a current health condition – sometimes called a "pre-existing" medical condition – it's a requirement that the condition is considered **stable** if any travel is planned.

- Be sure to contact GreenShield Travel Assistance within 48 hours of commencement of treatment to ensure efficient processing and approval of medical procedures.

- If you have questions before you travel, GreenShield Travel Assistance (toll free 1-800-936-6226 option 3) can help. The pre-travel inquiries team is ready to provide information on the destination; information on benefits, exclusions, and confirmations of coverage; and/or evaluation of known medical conditions prior to departure and medical review (medical questionnaire).

While the above provides a high-level summary, it is important to understand the full details of coverage including definition of stability, per trip limitations and maximums. Please contact Green Shield Travel Assistance for additional information.

![GreenShield logo]

Health and dental claims submission made simple

You have three options for submitting your health and dental claims to GreenShield:

- **Provider-submitted claims:** Pharmacists, dentists and many other health care providers (e.g. chiropractors and physiotherapists) will submit claims on your behalf. Just ask your provider.

- **Online and mobile claims:** We offer do-it-yourself online claims submission through app.greenshieldplus.ca and our mobile app.

- **Paper claims:** Just mail the original receipt and claim form to GreenShield for reimbursement (forms can be found on app.greenshieldplus.ca).

Access your benefits anytime, anywhere with GreenShield+

GreenShield+ offers coverage and care all in one place, built around you. It's an easy to navigate, streamlined experience, where you can search for healthcare providers, check benefits coverage, access healthcare services, connect with thousands of healthcare professionals, and seamlessly submit your benefits claims, anytime, anywhere.

Here are some of the great features of GreenShield+:

Scan below to register for GreenShield+

- Easily access your ID card directly from the dashboard
- Connect with our online health services anytime, anywhere
- Search for providers located near you by name or by the service they provide using an interactive map.
- See what benefits you have available and how much of your balances are left
- Check your drug coverage by name or drug identification number
- Check your eligibility and coverage for most health services or items
- Seamlessly and easily submit claims with providers from previous services
- View all claims submitted to GreenShield and their status

GreenShield+ will reinvent your health and benefits experience! Can't wait to get started? Follow the instructions below to register your account.

To setup your GreenShield+ Account:
1. Visit our registration page: **GreenShield+** https://app.greenshieldplus.ca/en/sign-up (or simply scan the QR code)
2. Follow the steps online to setup your account:
   a. Select "Through an employer or organization"
   b. Then select "I have a Member ID"
3. You will need your GreenShield ID Number on the front of your ID card to register.
4. Log in to your account and verify your personal information under Account Settings.

Note: once you've registered you can use the same email and password to log in to the *GreenShield+* app. The GreenShield+ mobile experience gives you 24/7 access to all the same features you enjoy with the desktop experience, but on the go! It is available for Apple and Android devices.

Scan below for the GreenShield+ Help Centre

Need assistance with GreenShield+? Check out our GreenShield+ Help Centre for step-by-step instructions and videos. Or contact the contact centre for live assistance.

Health Care Spending Account (HCSA):

Your current Health Care Spending Account balances will be transferred from your previous provider and are expected to be available with GreenShield in mid-June.

You can submit your 2025 HCSA eligible expenses to GreenShield starting June 1, 2025; however, please note that HCSA claims will not be processed until HCSA balances have been transferred in mid-June.

Be sure to register for GreenShield+ as HCSA details are provided within GreenShield+, including the HCSA amount deposited, amount used and amount remaining. It also advises when funds will be forfeited if unused.

Additional considerations:

Our goal is to make the transition as smooth as possible for you.

- As of **June 1, 2025**, GreenShield will be responsible for adjudicating all health and dental claims. This includes any health and dental claims incurred prior to June 1 that you paid for but did not have the opportunity to submit to your previous claims provider. Unpaid claims dated prior to June 1, 2025 can be sent to GreenShield for adjudication (after June 1).

- If you're taking a drug (approved and filled in the last six months) for which GreenShield requires prior authorization, your existing approval from your previous claims provider will be honoured for that same drug at the same dosage.

- Dental and medical pre-authorizations approved by your previous claims provider will be honoured by GreenShield. Please submit a copy with your claim.

If you have any questions, the GreenShield Customer Service Centre is ready to assist you (Monday to Friday, 5:30am to 5:30pm Pacific Standard Time) at 1-888-525-7587.

When calling the Customer Service Centre, our Interactive Voice Response (IVR) system helps us serve you better and faster by verifying your identity up front and getting to the root of your question so that you can be directed to the most efficient method of getting your information. In some cases, your question can be answered directly through the IVR system (available 24/7), while in other cases, the system will direct you to an agent.

We are excited to welcome you to GreenShield and look forward to serving you!