

On November 1, 2017, City Council approved the recommendation to switch from Pacific Blue Cross to a new health & dental administrator effective May 1, 2018.

The FAQs below provide answers to some common questions and will be updated as more become available.

The Decision to Change Carriers

What's happening?

The City is moving from Pacific Blue Cross to Green Shield Canada (GSC) for the administration of its health and dental benefits. This means that, when the change happens, you'll submit your health and dental claims to GSC instead of Pacific Blue Cross.

Why are we changing administrators?

The City's contracts with its benefits carriers expired which triggered the Request-for-Proposal process. The results of this process revealed that Green Shield Canada (GSC) will provide the best value for the administration of our health and dental benefits.

How was this decision made?

A team of representatives from HR, Supply Chain and other specialists were involved in the tender process which looked at user experience, technical requirements, corporate capability, sustainability and pricing. A panel of experts analyzed the submissions: Mercer Canada to help evaluate pricing, Supply Management to help evaluate Sustainability and an HR Evaluation Committee for all other criteria.

Results from the employee survey in June 2017 identified what is important to users, and helped to set the criteria for presentations from short-listed vendors. All unions and employee associations were invited to send a representative to participate in the vendor presentations, and representatives from CUPE 1004, Vancouver Firefighters' Union, Vancouver Police Union and Teamsters attended the presentations together with the Evaluation Committee, and provided their input. Comprehensive reference checking was then done on the top-rated vendor, Green Shield Canada.

A recommendation to change vendors was then created by Supply Management and presented to Council. Council approved the recommendation on November 1, 2017.

When is the change happening?

The transition is being carefully mapped out to minimize disruption for you and your families. Currently, the date to switch to GSC is being planned for May 1, 2018.

Who is Green Shield Canada (GSC)?

GSC is a not-for-profit organization providing health and dental plans only. They're based in Windsor, Ontario with 850 employees, many of whom are members of Unifor. Some of their other clients include the City of Toronto, City of Calgary, and the Public Service of BC Retirees Plan. For more info, check out their website at www.greenshield.ca .

When will I receive my new ID card?

You will receive your new GSC ID card in the mail in April as part of GSC's welcome package.

Do I need to tell my health care provider about the change in coverage?

Not yet, as all claims incurred prior to midnight on April 30, 2018 should continue to be submitted to Pacific Blue Cross (PBC). From May 1, 2018 onwards, you can certainly let your health care provider know about the change and you will have your new ID card to update their records. In addition, GSC will be sending out targeted communications to health care providers to announce the change in carriers and provide a reminder about GSC's direct billing capabilities to submit claims on your behalf. GSC has all pharmacies and the majority of dental providers set up for direct billing as well as most vision care providers and many extended health care practitioners.

How will the Change Affect Me?

Are my benefits changing?

No, your benefits will be the same as they are in the current policies. What's changing is the company that adjudicates and pays your claims.

Will my yearly maximums be reset when the change happens?

No, the claims you make in 2018 with Pacific Blue Cross will still count towards your overall coverage maximums for the year. For example, if you have \$200 left in chiropractic care before the switch, you'll still have \$200 left in chiropractic care after the switch. Your claims will not reset to zero.

What do I do with my claims in the meantime?

You'll continue submitting your health & dental claims to PBC as usual. Claims can be made via:

- **Insta-claim:** Members can show their cards at more than 6,600 Provider locations in British Columbia for claims processing on the spot.
- **eClaims:** Members can sign in at pac.bluecross.ca  or use the mobile app to submit claims for most health services and prescription drugs. Reimbursement is in as little as 48 hours.
- **Paper claims:** Members who prefer paper-based claims can mail in their forms to Pacific Blue Cross for reimbursement.

How will I know when to switch?

There will be lots of communications over the coming months as we plan for the transition. In addition, you'll receive a welcome package in Spring 2018 with specific information on submitting claims to GSC.

When can I access GSC's online services site?

You will receive more information on how to register in your welcome package (in April). You will be able to register as of May 1, 2018.

PBC has a walk-in service that assists me with completing claim forms. What does GSC provide?

GSC has a similar walk-in service available in Burnaby, located at 3433 North Road, Suite 220.

Transferring Approvals & Other Information

I have a pre-authorized drug already approved by PBC. Will I need to have this drug approved again?

If you have been approved for an individual consideration drug with PBC and have filed a claim in the last six months, GSC will honour that approval. You will not be required to complete the prior authorization application process again.

I have approval from PBC for dental procedures. How will approved work be handled after May 1, 2018?

Pre-authorizations (including dental pre-determinations) approved by PBC will be honored by GSC. After May 1, 2018, submit the approved treatment plan with your claim to GSC to ensure continued reimbursement.

My spouse has coverage with another carrier (ie: PBC, Sun Life, etc). How will claims be coordinated with GSC?

Coordination of benefits, when you are covered by more than one plan, is still available with your new GSC plan. On your first claim with GSC you will need to indicate that you, your spouse, or your dependent has other coverage elsewhere.

I still have questions. Who do I ask?

Please contact the COV Benefits Team by [email](#)  or by calling 604-873-7667.

<http://citywire.city.vancouver.bc.ca/hr/pb/bp/nhdc.html>