

Canada Life: New processing of claims submitted with the wrong plan number for the Public Service Dental Care Plan and Pensioners' Dental Services Plan



IMPORTANT NOTICE:

Canada Life is the administrator of the Public Service Dental Care Plan (PSDCP) and, as of July 1, 2023, the Public Service Health Care Plan (PSHCP). The PSDCP and the PSHCP have different plan and certificate (ID) numbers.

Sun Life is the current administrator of the Pensioners' Dental Services Plan (PDSP), which has its own unique plan and certificate (ID) numbers.

Effective Mar. 19, 2024, Canada Life will no longer accept dental claims that are submitted with the following PSHCP numbers:

52111, 52112, 52113, 52114, 52115.

Why can't you submit dental claims with these plan numbers?

As these plan numbers correspond to the health plan and not the dental plan, dental claims cannot be processed using these plan numbers. The Public Service Health Care Plan is an optional health care plan for federal public service employees, retirees and their eligible dependants that covers benefits such as prescription drugs, vision care and paramedical services.

The PSHCP also covers dental accident claims, as well as some oral surgery claims once all benefits are exhausted under the dental plan.

What happens if you submit a dental claim with the above plan numbers after Mar. 19?

If this is not a dental accident claim or an oral surgery procedure covered under the PSHCP, you will receive an Acknowledgement with the following message:

Incorrect plan#. Confirm plan & ID and resubmit to correct carrier.

- If your patient is covered under the Public Service Dental Care Plan, please ask the patient or plan member to provide you with the correct plan and certificate number. Please update the information in your records and resubmit the claim to Canada Life for processing.
- If your patient is covered under the Pensioners' Dental Services Plan, Sun Life is the current carrier. Please update your records with the Sun Life plan number 25555 and appropriate certificate number and submit the claim to Sun Life for processing.

Canada Life: New processing of claims submitted with the wrong plan number for the Public Service Dental Care Plan and Pensioners' Dental Services Plan



What information should you use if your patient is covered under the PSDCP?

The patient's plan number should be one of these:

- 55555
- 55666
- 55777
- 55888
- 55999

The patient's certificate number will usually (but not always) be alphanumeric.

Examples:

- ECF1234567
- ED12345678

Thank you for helping us avoid delays in claim adjudication by ensuring that your patient's claims are sent to the appropriate carrier with the correct plan and certificate numbers.

More information will be shared about the transition and the new PSDCP and PDSP contract with Canada Life in 2024.

If you have questions about the PSDCP, please call the Canada Life Provider Contact Center at 1-855-415-4414, Monday to Friday, 8 a.m. to 5 p.m., local time, or if you have questions about the PDSP, please call Sun Life at 1-888-757-7427.

For more information, please consult the links below:

PSDCP

- [Rules of the dental care plan for the public service of Canada](#)
- [Public Service Dental Care Plan summary](#)
- [Submitting a benefit claim for PSDCP](#)
- [New dental care plan administration contract](#)

PDSP

- [Pensioners' Dental Services Plan rules](#)
- [Pensioners' Dental Services Plan summary](#)
- [Submitting a benefit claim for PDSP](#)
- [New dental care plan administration contract](#)