



## Positive Enrolment Completion Steps

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### What is Positive Enrolment?

Positive Enrolment (PE) is **mandatory** in the registration process of Sun Life, the Public Service Health Care Plan (PSHCP) where you (the member) provide up-to-date information about yourself, your eligible spouse/common-law partner and each eligible dependent under your plan.

Positive Enrollment is meant as a secondary confirmation by Sun Life for certifying eligibility for coverage, registering your membership, determining and amending status coverage, obtaining authorizing for pay deductions and providing eligible data to your plan administrator. Positive enrolment **is** a mandatory process for all GNWT employees covered under the PSHCP; your financial claims **will not be paid** until it is complete.

Once Positive Enrolment is complete, you will receive your PSHCP (Public Service Health Care Plan) benefit card, which will be accepted at pharmacies in Canada to pay directly for prescription drugs and some medical supplies. By completing Positive Enrollment, you will be authorizing Sun Life to use your personal information and that of your spouse/common-law partner and dependent children to process electronic and paper claims to administer your plan.

For additional information on Positive Enrollment please view the [Positive Enrollment booklet](#).

### Before you enroll, have the following information available!

1. Your PSHCP certificate number and that of your dependents spouse/partner. To obtain your certificate number(s) please refer to [Appendix 1](#).
2. Name(s) and date(s) of birth of your eligible spouse/common-law partner and dependent children
3. Details on another health care coverage that you have and/or details of another health coverage that your dependent has.
4. Your permanent address
5. The GNWT contract number: **55555**

## Steps to Positive Enrollment

1) Get your PSHCP certificate number

You must first receive your PSHCP certificate number from the GNWT. To get this, complete and submit the PSHCP employee application form to your Benefits Officer. Once this form is processed, you will receive a PSHCP card with a certificate number. To obtain form please click [here](#).

2) Complete your Positive Enrolment Online

A. Visit [Sunlife.com](http://Sunlife.com) and under Positive Enrollment select “New member to the plan”



Welcome to the Public Service Health Care Plan Member Services Website

**Sun Life Financial**  
Français | Contact us

**Sign in**

Access ID:

Remember my Access ID ?

Password:

**Sign in**

[Forgot your Access ID?](#)  
[Forgot your password?](#)  
Don't have an Access ID?  
[Register now](#)

By signing in, you agree to these [terms and conditions](#).

If you are not a member of this group plan, please use [mysunlife.ca](http://mysunlife.ca) to sign in and access your account.

**Positive enrolment**

- New member to the plan
- Updating your positive enrolment information

**my plan**

- PSHCP Directive
- PSHCP booklet
- PSHCP Bulletin
- Bulletin Library


**What you need to know**

- Day supply limits
- Generic substitution
- Quebec: Bill 28

**Change of address**

Effective immediately, please mail your completed forms to the address below:  
Sun Life Assurance Company of Canada  
PO Box 6192 Stn CV  
Montreal QC H3C 4R2  
Any claims sent to addresses other than the one listed above will be returned to you.

B. Select "[on-line form](#)", from here you will need to complete the information required.

Français

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### New member to the plan

#### Public Service Health Care Plan (PSHCP) Positive Enrolment Online

This information is being collected to adjudicate claims under the PSHCP and the information is essential to providing coverage for you and your eligible dependants. In order to receive your PSHCP benefit card and have your claims paid under the PSHCP, you must complete this process. If you do not, your claims will not be paid until you complete the positive enrolment process.

If you have not yet completed the PSHCP application form to join the Plan, you may do so by accessing your [Compensation Web Applications \(CWA\)](#). If you do not have access to CWA, you can also register by completing the [PSHCP Employee Application Form](#) or [PSHCP Pensioner Application Form](#) and submitting it to your Compensation Advisor or Insurance Specialist.

**To complete positive enrolment information:**

If you are registered as a user of this website, you can complete your positive enrolment information by signing in with your access ID and password, then clicking on my positive enrolment. Proceed through all the steps of the module, at the end of which you will receive a message confirming that your enrolment has been successfully submitted. Once your enrolment is processed and validated, you will receive a confirmation of your positive enrolment.

If you are a new PSHCP member or you do not have an access ID and password, you can contact the Sun Life Call Centre to obtain an access ID or submit your information using this [on-line form](#). ←

To complete your positive enrolment, have the following information available:


- the PSHCP contract number and your PSHCP certificate number (on your PSHCP card or Claim Statement or contact your compensation advisor or pension centre) and that of your spouse/common-law partner if he/she is also a member of the PSHCP;
- name(s) and date(s) of birth of your eligible spouse/common-law partner and dependant children;
- coordination of benefits (COB) information for your spouse/common-law partner and dependant children;
- your permanent and e-mail address, as well as your telephone number if you want to provide it; and
- bank account information for reimbursement of your claims directly into your bank account, if you are using your access ID and password.

It is also useful to have the [Positive Enrolment booklet](#) on hand while completing this process. You can download a copy of the Positive Enrolment booklet in pdf format (548 kb). [back](#)


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C. Enter your information as required including the GNWT contract number

#### Public Service Health Care Plan (PSHCP) Positive Enrolment Online



Verify the information provided below and modify if necessary. Refer to the [Positive Enrolment booklet](#) for step-by-step instructions to assist you in completing this process. First and last names may not appear in full since these fields are limited in the positive enrolment system.



**Keeping your information confidential**

At all times, the information collected through positive enrolment will be protected under the provisions of the *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

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#### Information about you, the member

Contract number	<input type="text" value="55555"/>	←
Certificate number	<input type="text"/>	
First name	<input type="text"/>	
Last name	<input type="text"/>	
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/> (dd/mm/yyyy)	
Gender	<input type="radio"/> Female <input type="radio"/> Male	
Language preference	<input checked="" type="radio"/> English <input type="radio"/> French	
	<input checked="" type="checkbox"/> I wish to provide information on my spouse/common-law partner and/or dependant children.	

Sun Life PSHCP Call Centre open Monday to Friday 6:30am to 8:00pm EST  
Telephone: 1-888-757-7427 Toll Free from anywhere in North America

**D. Provide your mailing and permanent address**

**Provide your permanent address**

Country  Canada  
 United States  
 Other, please specify

Telephone number (  )  -

Address line 1

Address line 2

City

Province

Postal code

- E. If you are covered under another private health care plan please ensure to check off “yes I’m covered...” and describe the coverage. In addition, if you have a dependent that you wish to cover under your Sun Life plan, you will need to enter their personal information.

**Public Service Health Care Plan (PSHCP)**  
**Positive Enrolment Online**

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**Coordination of benefits**  
Indicate whether you or your eligible dependants have coverage under another private group health care plan.

**Note:** If you and your spouse are members of the PSHCP, with family coverage, you should respond “yes” for yourself, your spouse/common-law partner and your dependants if applicable.

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- Member

No, I’m not covered under another private group health care plan, other than the PSHCP.  
 Yes, I’m covered under another private group health care plan, other than the PSHCP.

With a status as  Employee  Retiree  Dependant

Coverage type is  which includes

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- F. Select whether you would like to receive a hard copied PSHCP benefit card or a online-print off. It is suggested that you received a hard copy or your card.

**Public Service Health Care Plan (PSHCP)  
Positive Enrolment Online**

**PSHCP Benefit Card**



How do you wish to receive your PSHCP benefit card?

- I will print the card at [www.sunlife.ca/pshcp](http://www.sunlife.ca/pshcp) for me, my spouse/common-law partner and/or dependant children over 18 years of age.
- I require a plastic card for myself.
- I require a plastic card for me, my spouse/common-law partner and dependant children over 18 years of age.

Your PSHCP benefit card will be available once your positive enrolment information has been validated by Sun Life.

[Previous](#)

[Next](#)

- G. A summary of all the information you entered will be provided at the end. Please ensure your personal information and that of your dependent's is correct along with your mailing address.

**Public Service Health Care Plan (PSHCP)  
Positive Enrolment Online**

**Final verification of information and consent**

Verify the information you have provided and modify if necessary using the 'Edit' buttons. First and last names may not appear in full since these fields are limited in the positive enrolment system.

**Information about you, the member**

Contract number	055555	Certificate number	
First name		Gender	
Last name		Language of preference	
Date of birth			

[Edit](#)

**Your permanent address**

Address  
Telephone number

[Edit](#)

**Information about your dependants**

Relationship	First name	Last name	Gender	Date of birth	Status
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[Edit](#)

**Coordination of benefits**

Relationship	First name	Coordination of benefits coverage details
Member		No, I'm not covered under another private group health care plan, other than the PSHCP.

[Edit](#)

**PSHCP benefit card**

PSHCP benefit card I require a plastic card for myself.

[Edit](#)

- H. Agree to the terms

#### Consent to release of personal information and signature

##### Definitions

The Plan Sponsor is the Government of Canada.

The Plan Administrator is Sun Life Assurance Company of Canada.

The Public Service Health Care Plan (PSHCP) Administration Authority is the corporation charged with the administration of the PSHCP.

Personal information, for the purposes of this Consent, means the personal information described in the PSHCP Privacy Statement.

I have read and I understand the PSHCP Privacy Statement provided to me and that Sun Life Assurance Company of Canada has been retained to provide the administrative services for the PSHCP.

- I authorize the Plan Sponsor, the PSHCP Administration Authority and the Plan Administrator, its agents and service providers, to use and disclose personal information about me and my eligible dependants, for the administration of the PSHCP and for the adjudication of claims;
- I authorize the Plan Sponsor, the PSHCP Administration Authority and the Plan Administrator, its agents and service providers, to use and disclose personal information with other persons and organizations who have, or require, relevant personal information about me and my eligible dependants pertaining to our claims;
- I certify that my spouse and my eligible dependants 18 years of age and over consent to their enrolment in the PSHCP and to the disclosure of their personal information for that purpose;
- I certify that my spouse and my eligible dependants 18 years of age and over authorize the use and disclosure of their personal information for the additional purposes identified above;
- I agree to disclose personal information about my eligible dependants under 18 years of age in order to enrol them in the Plan, and I authorize the use and disclosure of their personal information for the additional purposes identified above;
- I certify that all dependants named on this form meet the PSHCP eligibility requirements and that the information provided above is complete and accurate;
- I agree to notify the Plan Administrator of any changes to the information provided above;
- I certify that all goods and services for which reimbursement is claimed will have been received by me, my spouse or my eligible dependants, including any dependant 18 years of age and over.

A photocopy or electronic version of this signed authorization is as valid as the original.

By clicking 'I Agree', you agree to the consent above, and to submit the information on this form to the Plan Administrator for positive enrolment purposes.

I. It is recommended that you print your Positive Enrolment information for your records.

#### Public Service Health Care Plan (PSHCP) Positive Enrolment Online

##### Thank-you



Your positive enrolment data has been collected and submitted to Sun Life. You will receive a confirmation statement once your data has been validated and the enrolment process is complete.

As a PSHCP member you are responsible for ensuring that the information about you, your spouse/common-law partner and/or your dependant children is current.

Information about your PSHCP benefit card will be provided to you on the confirmation statement.

Your PSHCP benefit card will only be accepted at pharmacies in Canada.

If you need to purchase prescription drugs or medical supplies before you can use your card, you will have to pay up front and submit the claim for reimbursement using a PSHCP Claim Form.



Print a copy of your positive enrolment information for your records, if you wish.



To protect your personal information, remember to sign out of Positive Enrolment Online.

Print

Sign out

**NOTE:** You can also complete a paper enrolment form. Simply contact the Sun Life PSHCP call center to have a paper contract mailed to you

- 3) Once Sun Life validates your enrolment information, you will receive a Sun Life PSHCP confirmation letter (7-10 business days) in the mail certifying the information you entered and containing a temporary access ID that can be used to create a Sun Life account.

**NOTE:** An account ID can also be acquired by calling Sun Life directly.

Sun Life PSHCP Call Centre open Monday to Friday 6:30am to 8:00pm EST  
Telephone: 1-888-757-7427 Toll Free from anywhere in North America

## Changing or Updating Positive Enrolment

Once you have completed positive enrolment, **you** are responsible for keeping your information up-to-date which includes (change of marital status, having children or the death of a dependent on your plan). You can change your positive enrolment information at any time by signing into the Sun Life Plan Member website **OR** by completing the Positive Enrolment Change form that you will receive with your PSHCP confirmation letter.

### Positive Enrollment Change Form

Link: [http://www.sunlife.ca/Canada/signin/csimember/pshcp/Updating+your+positive+enrolment+information?vgnLocale=en\\_CA](http://www.sunlife.ca/Canada/signin/csimember/pshcp/Updating+your+positive+enrolment+information?vgnLocale=en_CA)

If you want to change your plan from a single to family plan (or vice versa) or change your Hospital Benefit level, contact your benefit's officer.

### Register and Update Positive Enrolment online

If you had initially registered online, changing or updating your personal information or dependent's information can be done online through the Sun Life website. If you do not have an access ID, it can be either acquired by calling Sun Life directly or entering the temporary access ID received in Sun Life's PSHCP confirmation letter. Steps to registering online are as follows.

- 1) In order to log on to your Sun Life account, you will need to register as a user on the [Sun Life PSHCP Service Website](#). Click "Register now" to get started.

The screenshot displays the Sun Life Financial website interface. At the top right, the Sun Life Financial logo is visible, along with links for 'Français' and 'Contact us'. The main heading reads 'Welcome to the Public Service Health Care Plan Member Services Website'. Below this, there are three main navigation sections: 'Positive enrolment', 'my plan', and 'What you need to know'. The 'Positive enrolment' section includes links for 'New member to the plan' and 'Updating your positive enrolment information'. The 'my plan' section includes links for 'PSHCP Directive', 'PSHCP booklet', 'PSHCP Bulletin', and 'Bulletin Library'. The 'What you need to know' section includes links for 'Day supply limits', 'Generic substitution', and 'Quebec: Bill 28'. A red arrow points from the 'What you need to know' section to the 'Sign in' button on the right. The 'Sign in' section includes fields for 'Access ID' and 'Password', a 'Remember my Access ID' checkbox, and a 'Sign in' button. Below the sign-in fields are links for 'Forgot your Access ID?', 'Forgot your password?', and 'Don't have an Access ID? Register now'. At the bottom of the sign-in section, there is a note: 'By signing in, you agree to these terms and conditions.' In the bottom right corner, there is a note: 'If you are not a member of this group plan, please use [mysunlife.ca](http://mysunlife.ca) to sign in and access your account.'

Sun Life PSHCP Call Centre open Monday to Friday 6:30am to 8:00pm EST  
Telephone: 1-888-757-7427 Toll Free from anywhere in North America



- 2) You will be required to enter your personal information along with the GNWT contract number and your Membership ID or Certificate number. Ensure that “Health/Dental benefits” is selected.

Sun Life Financial  
Welcome!

If you have any information from us, your employer or advisor, you'll want to have that handy.

▼ Finding your file...

Date of birth (DD/MM/YYYY)  
[ ][ ]/[ ][ ]/[ ][ ][ ][ ]

Country of residence  
 Canada  United States  Other

Postal code  
[ ][ ][ ][ ][ ]

Select a product that you have

Employer investments and savings

Health/dental benefits

Products purchased through an advisor

Contract/policy number [Where can I find this?](#)  
55555

Member ID [Where can I find this?](#)

Cancel Next

- 3) An additional security window will pop prompting you to enter the temporary access ID assigned to you through your letter received from Sun Life after completing your positive enrolment.

Sun Life Financial  
Welcome!

If you have any information from us, your employer or advisor, you'll want to have that handy.

✓ We've found your file.

▼ An extra step for security.

This site contains information about your health and/or finances so we take an extra security step to protect you.

Enter your temporary registration code [What is this?](#)

Cancel Next

Life's brighter under the sun [Legal](#) | [Privacy](#) | [Security](#)

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From here you will be able to:

- Find out when you can submit your next claim for glasses
- Confirm that your claim has been received and is being processed

Sun Life PSHCP Call Centre open Monday to Friday 6:30am to 8:00pm EST  
Telephone: 1-888-757-7427 Toll Free from anywhere in North America



- 
- Get quicker access to your claim reimbursements by signing up for direct deposit
  - Be notified by e-mail that your claim has been processed

**Appendix 1: Obtaining your PSHCP certificate number (If you have already obtained your PSHCP card)**

- Through People Soft
  - Under Self Service→ Benefits→ Leave Details/Benefit Info
- Contact your departmental Benefits Officer
- Online: (If you are a registered user on the Sun Life Plan Member Service website you can print your PSHCP benefit card from the website)