

3sHealth Extended Health Care Plans

3sHealth offers Extended Health Care Plans (established in April 2000) for eligible in-scope (unionized) and out-of-scope health care employees of participating employers. Together, the plans provide medical, hospital and vision coverage for about 31,500 plan members and their families. Currently 63 health care employers participate in the plans.

To obtain specific information about your plan visit the Employee Benefits page ([link](#)) or contact your employer.

How to Submit an Extended Health Care Plan Claim

Extended Health Care Claim Forms are available on the 3sHealth web site or from your employer. The form can be completed on the computer and printed.

Completing your claim form:

- Complete the form in full.
- Complete all names and birthdates correctly.
- Attach your **original** paid receipts including official pharmacy receipts. Photocopies, carbon copies, credit card receipts or cash register receipts are not acceptable.
- Attach the original referral from your doctor for paramedical services such as physiotherapy, psychology, speech therapy, massage therapy, and occupational therapy.
- Get your claim pre-authorized – you are encouraged to submit a pre-treatment estimate for any proposed service, especially if the cost is expected to exceed \$500.
- Keep your information up to date. You can update personal or family member information on Gateway On-Line or by completing the On-line Changing Information Form.
- Forms must be signed and dated.

Mail your completed Extended Health Care Claim Form to:

Regina Benefit Payments
P.O. Box 4408
Regina, SK S4P 3W7

Using Your Pay Direct Drug Card

Your personalized pay direct drug card (Assure Card ®) is accepted at almost every pharmacy in Canada. In addition to being used as identification, the primary purpose of the card is to access the Assure (BCE Emergis) system, to verify your claim. Present the card to the pharmacy staff member when you submit your prescription, before your claim is processed. Your pharmacist will also ask you for your date of birth, which will be verified when your prescription is submitted electronically to BCE Emergis.

There are many advantages to using your new prescription drug card including:

- No claim form needs to be filled out
- The reduction of out-of-pocket expenses
- No time delay between filling a prescription and receiving payment

The BCE Emergis system includes records for each eligible family member. It is important for you to inform your employer of any changes in your family, such as the birth of a child. As a security measure, the pharmacist may ask you to provide your dependent child's birth date.

One of the built-in controls of your pay direct drug card is to limit the quantity of medication you receive at one time. If you are on a medication that you are taking on an on-going basis to treat a long-term condition you may want to consult your doctor or pharmacist to learn if it is appropriate to receive this medication in a larger quantity.

If you forget your card, you will have to pay the full cost of the prescription and submit a claim form to Great-West Life.

If your card is lost or stolen, report this to your employer immediately to prevent fraudulent use. Your employer will arrange to have the card cancelled and a new one issued. If you should find your card after it has been cancelled, please return it to your employer. Present your new card at the pharmacy and indicate that it is a replacement, since the number will be different.

Questions About Your Extended Health Care Claim

Questions about your extended health care plan claim should be directed to Great West Life.

By Phone (a touch tone phone is required):

Great West Life's Group Contact Service Centre

1-866-408-0213

Available Monday – Friday, 7:30 a.m. to 7 p.m. CST

- Select the appropriate option offered by the automated attendant (dental)
- Have the following information handy (found on an Explanation of Benefits statement):
 - Group number (335663)
 - Certificate Number (Benefit ID)

Great-West Life Online Services for Plan Members:

You can your group benefits information with Great-West Life Online Services for Plan Members. Register once and connect to secure and user-friendly services online. The benefits or using this on-line service are:

- Access coverage overview information quickly and easily
- View the status of your latest claims and up to 24 months of claims history
- See when you're covered for new glasses or contacts
- Complete and print claim forms with your plan information already filled in
- Check into Great-West Life's Health & Wellness section for topics that are important to you
- Look up common group insurance terms and Frequently Asked Questions

Follow these steps to register and log-in for the first time.

- Visit <http://www.greatwestlife.com>
- Follow the registration instructions to choose your own user name and password
- Enjoy the benefits – 24 hours a day, 7 days a week!
- Registration will be confirmed in writing by posted mail.
- Have the following information at your fingertips so Great-West Life can identify you:
 - Policy Number and Certificate Number (Benefit ID)
 - Your date of birth
 - Your postal code
 - Your email address

Sign up once and return anytime. All you need to remember is the personalized password and user name you've selected.

