



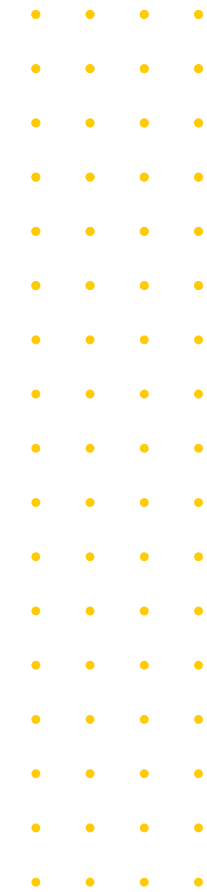
# Getting started with **GreenShield**

GreenShield is Canada's only national not-for-profit health specialist, and their reason for being is the enhancement of the common good.

GreenShield seeks innovative ways to improve access to better health for Canadians. From coast-to-coast, their service delivery includes drug, dental, extended health care, vision, hospital and travel benefits for group's and individuals, as well as administration services. Supported by sustainability and outcomes-based strategies, advanced technology and exceptional customer service, they create customized programs for over two and half million plan participants nationwide.

## **Questions?**

If you have any questions or concerns about your health or dental claims, contact the GreenShield Customer Service Centre at [greenshield.ca](https://www.greenshield.ca) or **1-888-711-1119**.





# Getting started **checklist**

[Sign up for GreenShield+](#)

[Register for direct deposit](#)

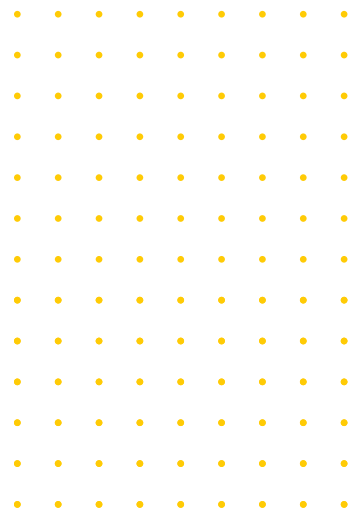
[Visit the Change4Life portal](#)

[Learn about GreenShield providers discounts](#)

[Learn about your paramedical coverage and online services](#)

[Brush up on Conditional Drug Formulary](#)

[Understand your dental coverage](#)



## GreenShield+

Self-service through [GreenShield+](#) makes things quick, convenient, and easy.

### Register today to:

- Upload claim forms, receipts, and supporting documentation for all types of claims.
- Arrange for claim payments to be deposited directly into your bank account (yes, it's totally secure).
- Look up coverage information about a specific drug via the "Is My Drug Covered?" tool.
- Find a dental, paramedical, or vision care provider in your area.
- Print personalized claim forms and replacement ID cards.
- Download the mobile app — GreenShield+ — for quick and easy access to your benefits plan information anytime, anywhere.

## How to register

Remember to have your [GreenShield](#) ID Number handy.

1. On the [GreenShield+](#) page, click the **Register Your Account** link under the login button to start the registration process.
2. First, you will enter your email address and then click **Next**. A verification email will be sent to your email address with a code. You will need this code to continue registering your account. Copy the 6 digit code and enter it into the registration page you were working on. Select **Verify Code** and select **Next**.
3. Now you will need to enter your ID number, your date of birth and the number of dependents on your plan as well as the date of birth for one of the dependents (if applicable). Then select **Next**.
4. Enter your cell phone number, or you have the option to skip this step if you do not wish to provide this information. Click **Next**.
5. You will now be able to enter your banking information to set up direct deposit.
6. Next, you will need to create your password for your account. You will know that your password is secure if you see all green check marks in the criteria section. After you re-enter your password on the line below, select **Next**.
7. The last step is to select **Finalize Registration** and you're done! Your Login ID will be the email you chose at the beginning of the registration process. You can always update your email by clicking on your profile link in the top right corner and clicking **Change your email**.

You now have access to your GreenShield benefits plan member portal.

## Get your money back

Have your claim payments deposited directly into your bank account, so that you can get your money back faster and avoid trips to the bank. On your GreenShield+ portal, sign up for direct deposit. It's totally secure!

## How to sign up

1. Select **Direct Deposit** from the left menu.
2. Enter your bank account information.
3. Select whether you want email **Statement Notification** by selecting the applicable answer to the question.
4. Verify your current email address in the **Current Email Address** section. (Note: if this is not your current email address, go to **My Profile** to change your email address.)
5. Click **Submit**. On the **Direct Deposit Confirmation** page, verify the information you entered, and click **Confirm**.

## How to submit your own claims

1. Once registered for GreenShield+, select **Submit a Claim** from the menu.
2. Select the type of claim you are submitting.
3. Enter your claim details, upload your documents if required, and click **Submit**.

**Note:** if your spouse also has coverage with GreenShield, you can coordinate your claim with the other GreenShield plan right at the time of online submission.

### **For claims adjudicated instantly:**

A confirmation page will display, showing your exact claim adjudication results. We encourage you to keep a copy for your records. If you are selected for an audit, you will have to submit supporting claim documentation within a set timeframe to get your claim paid and to avoid potential suspension of access to this feature. Your supporting documentation can be uploaded online right from the audit notification.

### **For uploaded claims:**

A confirmation email will be sent to you, letting you know GreenShield received your claim and when you can expect it to be processed. You'll be able to track it through the adjudication process on the **My Web Uploads** page.

## GreenShield Change4Life™

GreenShield's Change4Life health portal is your all-in-one, online path to achieving better health, while winning great rewards. You can access GreenShield's Change4Life portal through [GreenShield+](#).

### **Here's how Change4Life helps you get healthy**

The Change4Life portal helps support your healthy life choices by providing you with personalized tips, easy-to-use online tools, and important information — all at your fingertips. You'll get insight into your current health, learn how you can successfully improve it using a “small steps” approach, and use the portal's tools and information to make it easier to manage existing medical conditions.

## Here's what you can do on the Change4Life portal:

- Complete a health assessment survey to receive your personalized health report card and action plan.
- Track your daily health progress
- Sign up for reminders to take or refill your medication
- Sign up for healthy living reminders
- Learn about healthy living with easy-to-use educational modules
- Set personal health goals (and achieve them!)
- Much more

## Here's how Change4Life helps you win rewards:

As you use the Change4Life portal, you'll also be earning points that you use to bid on great rewards. The more you use it, the more points you'll earn, the more chance you'll have to win!

## GreenShield provider discounts

In addition to other added benefits, GreenShield has partnered with select providers across Canada to offer attractive discounts for plan members. Examples include digital service options, available through their [Digital Clinic](#), as well as specialty discounts at select Canadian providers offering eyeglasses, hearing aids, and more!

[Learn more](#)

## Ready to get started?

Change4Life is available through your GreenShield+ portal — [check it out today!](#)

## GreenShield health care coverage

**Something to keep in mind:** these services may not be included in your benefits plan, so be sure to check your coverage. Your regular maximums, co-payments, and/or deductibles may apply to these services. To confirm whether your plan covers the below services, refer to your benefits booklet.

### Paramedical services

To ensure plan members receive appropriate treatment, GreenShield health plans require paramedical practitioners to be licensed by the province in which they are practicing, and they must operate within their scope of practice. However, in some provinces, there are no regulatory bodies to license certain paramedical practitioners (for example, in Ontario there is no licensing agency for acupuncturists).

To address these situations, GreenShield has developed equivalency criteria to determine if the practitioner's qualifications are equivalent to their counterparts licensed in other provinces. Please contact the [GreenShield Customer Service Centre](#) or call GreenShield at **1-888-711-1119** to determine whether you are currently being treated by a licensed practitioner or one that meets the equivalency test.



## Online health services and value-adds

GreenShield has a number of online health and value-added services that are available to plan members, offering a variety of added benefits.



Want to learn more? [Download a complete list of included value-adds.](#)

If you have any questions about these value-added benefits, including implementing them as part of your plan, please contact GreenShield directly via their [GreenShield Customer Service Centre](#) or by phone at **1-888-711-1119**.

**Something to keep in mind:** not all of these online health services and value-adds may be offered under your benefits plan, so be sure to check your coverage. Your regular maximums, co-payments, and/or deductibles may apply to these services. To confirm whether your plan covers the above services, refer to your benefits booklet.

## GreenShield drug coverage

**Something to keep in mind:** GreenShield's administrative standards and practices may differ from your previous carriers.

### Initial days supply

The dispensing of all new first-time prescriptions are limited to an initial 30-day supply, regardless of the supply ordered on the prescription. This provides you with an adequate supply while providing your pharmacist and/or physician with an opportunity to properly assess your tolerance of the drug (e.g., ensuring that the side effects are tolerable) before dispensing the remaining prescription amount. It also ensures that prescription drugs are not wasted.

### Maximum dispensing

The amount of prescription drug dispensed will not exceed a three month supply (six months if a vacation supply is required) at any one time and not more than a thirteen month supply in any twelve consecutive months.

### Compound drugs

A compound drug is prescribed by a doctor, but requires the pharmacist to mix or adjust different drug ingredients to customize a specific medication. Many new pharmacy-compounded prescriptions have not been tested and have not received approval by medical experts like Health Canada. As a result, their efficacy and, in turn, their safety may not be well established. Insurance carriers provide reimbursement for these drugs based on their specific compound drug policy. Under the GreenShield policy, your compound drug may not be eligible for reimbursement (e.g., if it does not contain ingredients approved by Health Canada).

## **Over the counter drugs**

Under your GreenShield plan, over the counter (OTC) drugs are only eligible for reimbursement if they have a drug identification number (DIN), are dispensed by a pharmacist, and are prescribed by your physician for the treatment of a chronic and life threatening condition. Your previous carrier may have reimbursed you for OTCs that did not meet all three criteria. As a result, you may no longer receive reimbursement for some OTC drugs.

## **GreenShield Conditional Drug Formulary®**

GreenShield understands how important it is to keep life simple and hassle-free. That's why they have put together this guide about the GreenShield Conditional Drug Formulary, which is an important aspect of your company's drug benefit plan. Please keep it handy for when you need to submit a drug claim. It will help you quickly and easily receive the drugs you need when you need them.

### **What is a Conditional Drug Formulary?**

A "formulary" is a list of prescription drugs approved for coverage by a company or public health care plan. Approval for coverage is based on evaluations of each drug's therapeutic advantage, safety standards, need, and cost effectiveness. Your company has selected the GreenShield Conditional Drug Formulary for your drug plan.

As new drugs come on the market, GreenShield pharmacists evaluate them to determine whether they should be added to the Conditional Drug Formulary. For a new drug to be included, it must be scientifically proven to treat a medical condition as effectively, or more effectively, than similar drugs already on the formulary.

Some drugs added to the formulary are given a "conditional" status and will be covered for you only if you meet certain medical criteria. For these drugs, you will need to apply for "special authorization" from GreenShield to get the drug paid for by your company's drug plan.

### **How does the Conditional Drug Formulary benefit you?**

It maximizes company drug plan quality.

New drugs present both opportunities and challenges. Although drug research continues to lead to medical "breakthroughs," some new drugs entering the market only contain slight variations in ingredients when compared to existing drugs. Other new drugs approved by Health Canada to treat a specific medical condition are prescribed to treat conditions for which they have not been approved. This can sometimes lead to a dangerous situation where drugs are misused, possibly even leading to medical complications.

The Conditional Drug Formulary works for you by screening out drugs that have shown no medical benefit over existing drug options and ensuring that drugs are taken for the approved medical conditions.

### **The formulary assists in managing drug costs**

With rising drug costs and concerns around safety and usage, the Conditional Drug Formulary protects your company drug plan from expensive drugs that have not been proven to treat medical conditions more effectively than similar, less expensive drugs.

The Conditional Drug Formulary works for you by screening out drugs that are not medically effective, ensuring the money you spend on prescription drugs is the most efficient and well spent.

## Filling your prescription

### Step one — communicate with your physician and pharmacist

Tell your physician and pharmacist if your drug plan includes the GreenShield Conditional Drug Formulary and certain prescribed drugs will require special authorization to be covered by your plan.

### Step two — check the status of the prescribed drug

When you get a prescription from your physician or other authorized prescriber, you need to find out if the drug is covered, a conditional drug, or not covered. Ask your physician what drug is being prescribed — you'll need the drug name and drug identification number (DIN). You then have three ways to check the status of the drug before filling your prescription:

**Option A** — Use the “Is My Drug Covered?” feature available on [GreenShield+](#) (both online and on the mobile app) to search the drug name or DIN and select the appropriate dosage/strength. The search results will show whether or not a drug is covered and if it requires special authorization, including a quick link to download the forms if authorization is required.

**Option B** — Check the drug status by calling the [GreenShield Customer Service Centre](#) at **1.888.711.1119** between 8:30 a.m. – 8:30 p.m. (EST).

- Provide your GreenShield ID number
- Provide the agent with the drug name and DIN if available
- Ask if it is covered by your drug plan
- The agent will let you know whether it is covered, a conditional drug, or not covered

**Option C** — Ask your pharmacist to submit the drug claim electronically. The GreenShield system will let them know instantly whether it is covered, a conditional drug, or not covered.

- If “covered” — fill your prescription at your pharmacy.
- If “a conditional drug” — request special authorization from GreenShield by following the steps shown below, or ask your physician or other authorized prescriber about alternative drugs.
- If “not covered” — ask your physician or other authorized prescriber about alternative drugs, or fill your prescription at your own expense.

## Requesting special authorization from GreenShield

If you have a prescription for a conditional drug, you need to follow these steps to get the drug paid for by your company's drug plan.

### Step one — get your authorization forms

There are a number of different methods to get your authorization forms.

1. Use [GreenShield+](#) to access the forms through the “Is My Drug Covered?” feature. You'll be presented with a message that the drug requires authorization and a quick link to the required forms. You can print these to bring to your physician.
2. Use the “Drugs on the Go” feature on our GreenShield+ mobile app to download the forms directly on to your device and/or email them to your physician.
3. Ask your pharmacist to print the Eligible Criteria Sheet and the Prescription Drug Special Authorization Form for you.



4. Contact GreenShield directly to request the forms:

- Call **1.888.711.1119** or email [drugspecial.autho@greenshield.ca](mailto:drugspecial.autho@greenshield.ca).
- Provide your GreenShield ID number.
- Provide the drug name (and DIN if available).
- Ask the agent to mail or email the information to you or your physician.

### **Step two — assess eligibility**

Ask your physician or other authorized prescriber to review the Eligible Criteria Sheet to determine whether you are eligible or ineligible for the drug. Eligibility is determined based on your medical history and medical conditions. If you don't have the approved medical condition for the conditional drug, you will be considered ineligible for that drug.

If eligible:

Complete the Prescription Drug Special Authorization Request Form with your physician. The cost of form completion, if applicable, is at your own expense.

If ineligible:

Ask your physician or other authorized prescriber about alternative drugs, or fill your prescription at your own expense.

### **Step three — submit your Special Authorization form**

Upload a scan or photograph of the document to your account on GreenShield+ under the **Submit a Claim** page by clicking **Supporting Documentation** and following the instructions.

By email: Use the "Drugs on the Go" feature on our GreenShield+ mobile app to download the forms directly on to your device and/or email them to your physician.

By mail: GreenShield Attn: Drug Special Authorization  
8677 Anchor Drive P.O. Box 1606,  
Windsor, ON N9A 6W1

By fax: **1.519.739.6483**

You may be asked to submit proof of application to your provincial drug plan if applicable. GreenShield will process your request within three to five business days from the time of receipt. The response will be sent back to you by mail (or email, if you emailed the form).

You can check the status of your request by calling the [GreenShield Customer Service Centre](#) at **1.888.711.1119**.

### **Step four — approval or denial of claim**

GreenShield's system will be updated with the drug eligibility information. Proceed to fill your prescription at the pharmacy by presenting your GreenShield ID card. In the future, claims for this drug will be approved automatically so you can skip the special authorization process and go directly to the pharmacy.

If denied:

GreenShield will provide an explanation for the denial. For additional information about the Conditional Drug Formulary call the [GreenShield Customer Service Centre](#) at **1-888-711-1119**.

## GreenShield dental care

**Something to keep in mind:** these services may not be included in your benefits plan, so be sure to check your coverage. Your regular maximums, co-payments, and/or deductibles may apply to these services. To confirm whether your plan covers the above services, refer to your benefits booklet.

GreenShield's administrative standards and practices may differ from your previous carriers therefore please note the following:

### Dental laboratory fees

Laboratory fees that are completed in conjunction with other dental services will be limited to a reimbursement percentage of the service. Laboratory fees that are in excess of 40% of the dentist's fee in the current General Practitioner's Fee Guide will be reduced accordingly.

### Multiple services factor

Where multiple services are performed at one appointment and the full fee guide price is charged for each service, the first service will be paid in full and all remaining services will be reduced by 20%. Please refer to your employee booklet for more details on this provision.

*\*GreenShield means, collectively, Green Shield Canada (GSC), Green Shield Association, and Green Shield Holdings Inc., which is the primary company that houses health services and benefits administration businesses, including Inkblot Therapy, Tranquility, NKS Health Canada, The Health Depot Pharmacy, Benecaid, Honeybee, BCH Consultants and Computer Workware Inc. Green Shield Holdings Inc. is a wholly owned subsidiary of the not-for-profit Green Shield Association.*